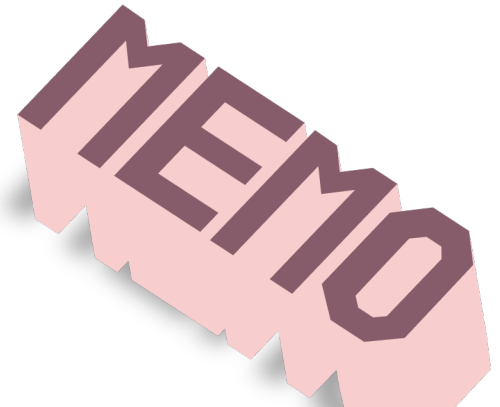
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MEMORON

**How to provide support to people in grief
with AI technology?**

//Jiang, Chen

Director | MONGUET, Josep Maria
Design, Innovation and Technology

A 3D, blocky representation of the word 'MEMO' in pink with dark outlines, tilted at an angle.

MEMO

PART ONE

LITERATURE REVIEW

"More than 2.7 million people died in the United States in 2016, each leaving behind an estimated 1–5 close friends or relatives who are highly affected by the death. This means **there are about 10 million newly bereaved persons each year."**

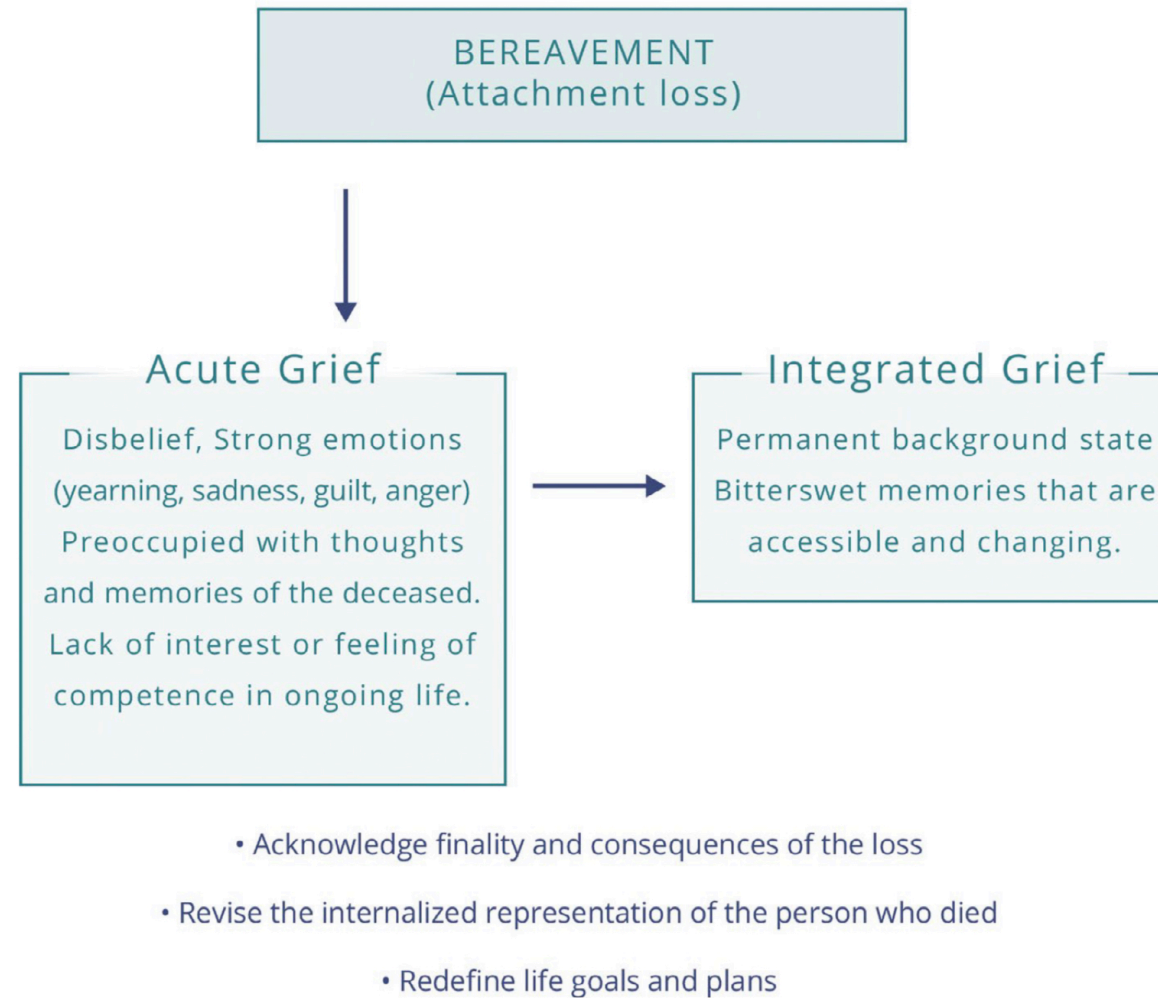
WHAT IS
GRIEF?



Bereavement —————> Grief —————> Unique

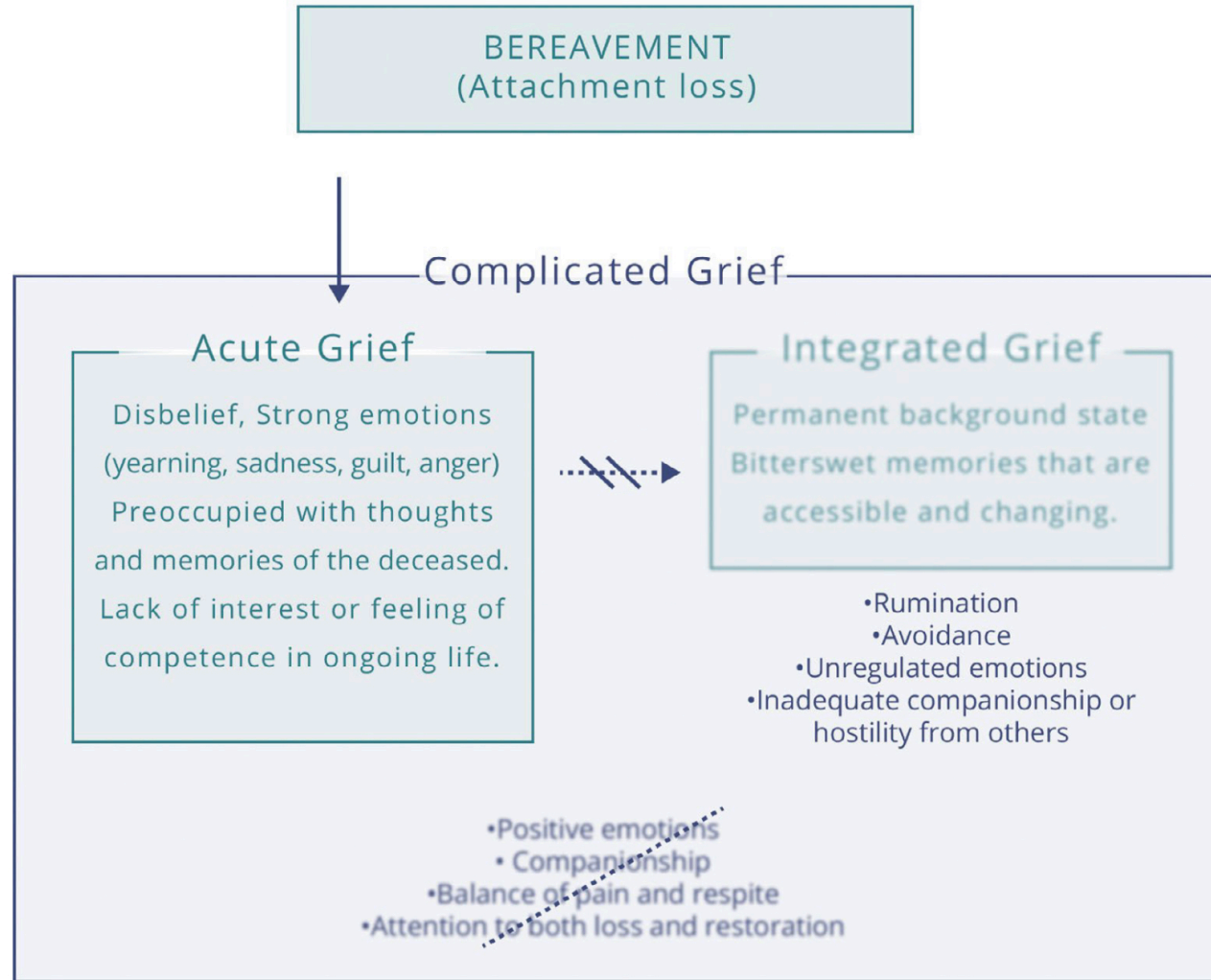
NATURAL GRIEF PROCESS

SCHEMATIC DEPICTION OF ATTACHMENT-BASED MODEL OF ADAPTIVE GRIEF: SYMPTOM VERSION

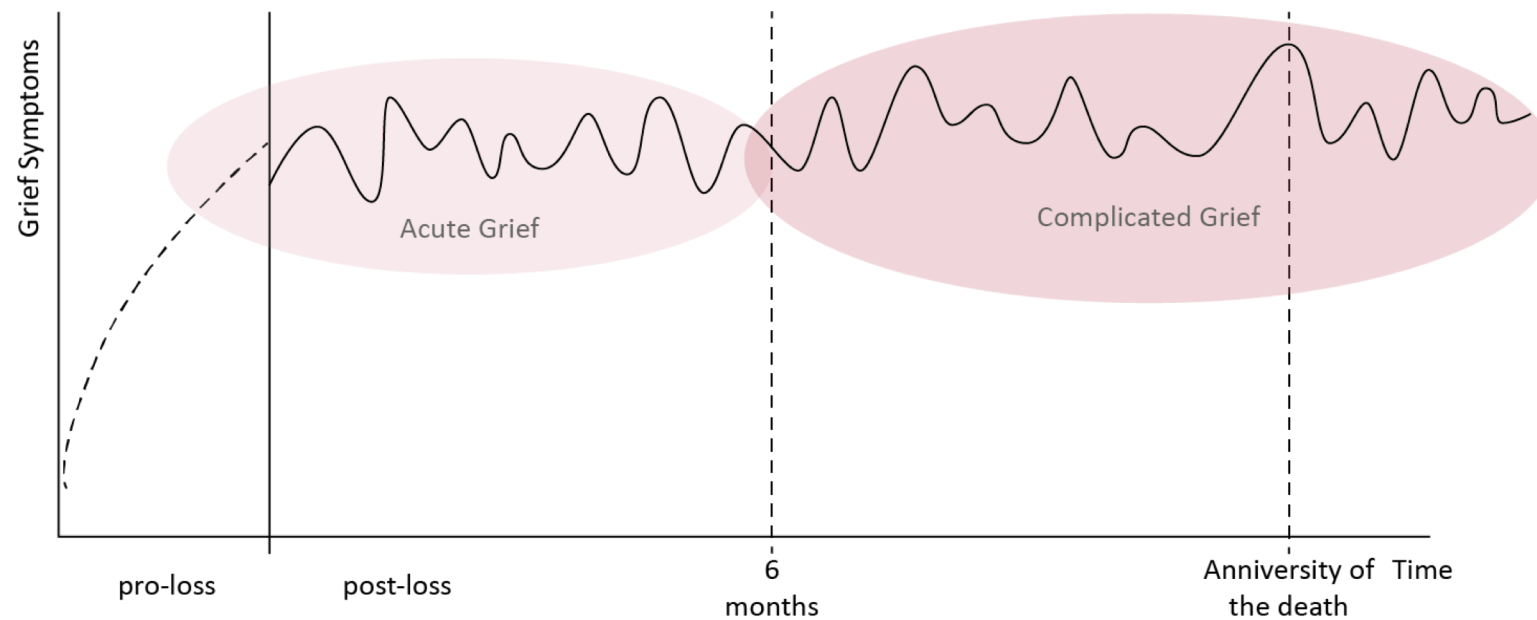
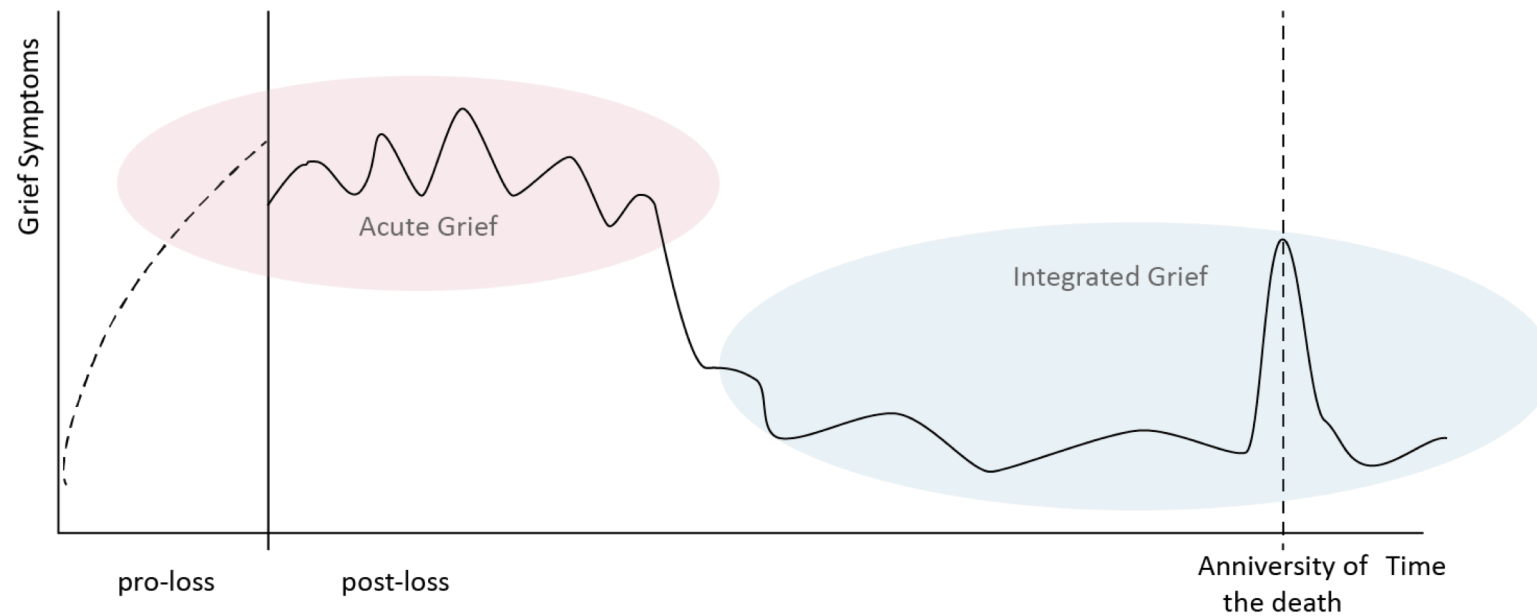


COMPLICATED GRIEF (CG)

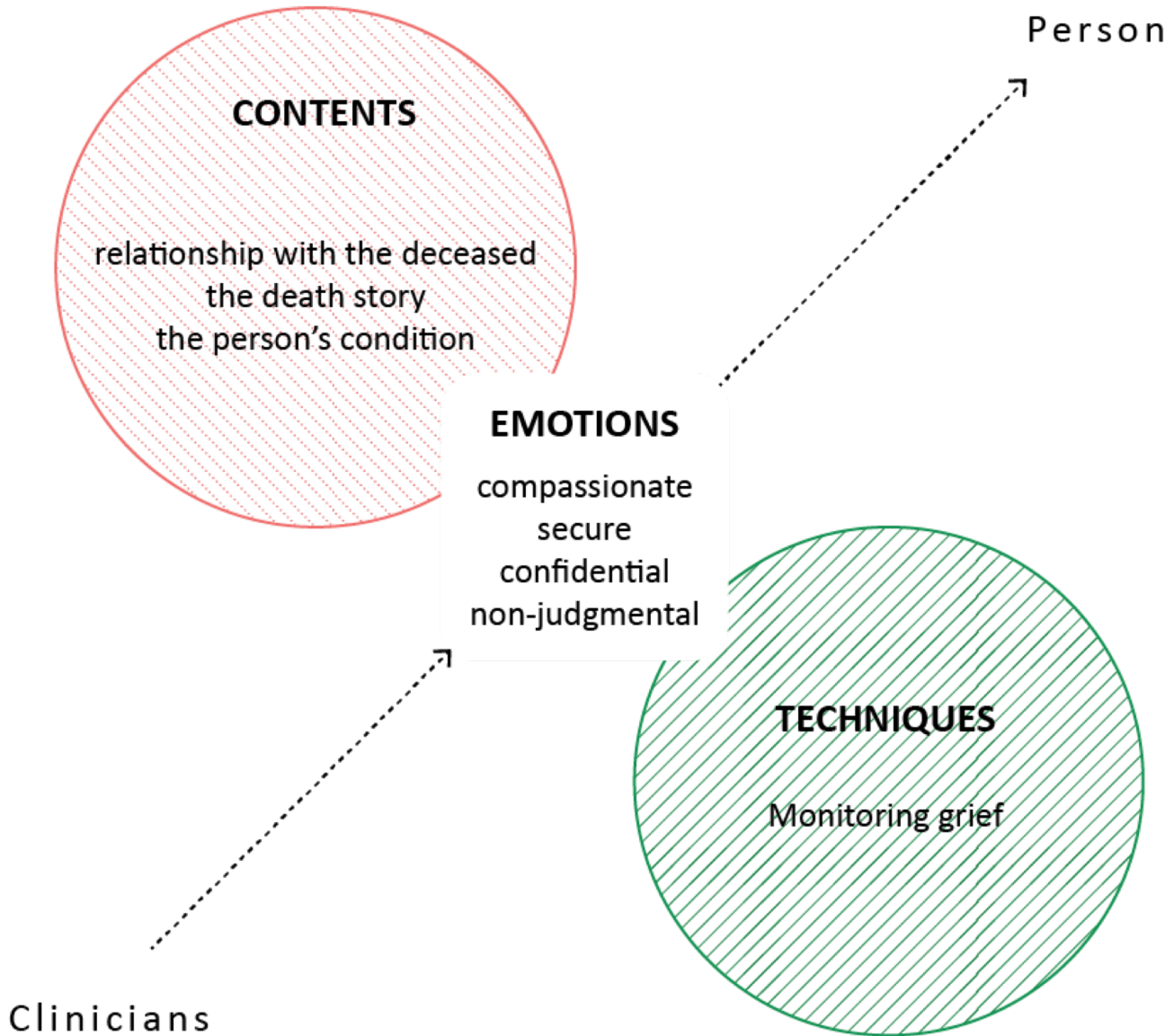
SCHEMATIC DEPICTION OF COMPLICATED GRIEF



COMPARISON

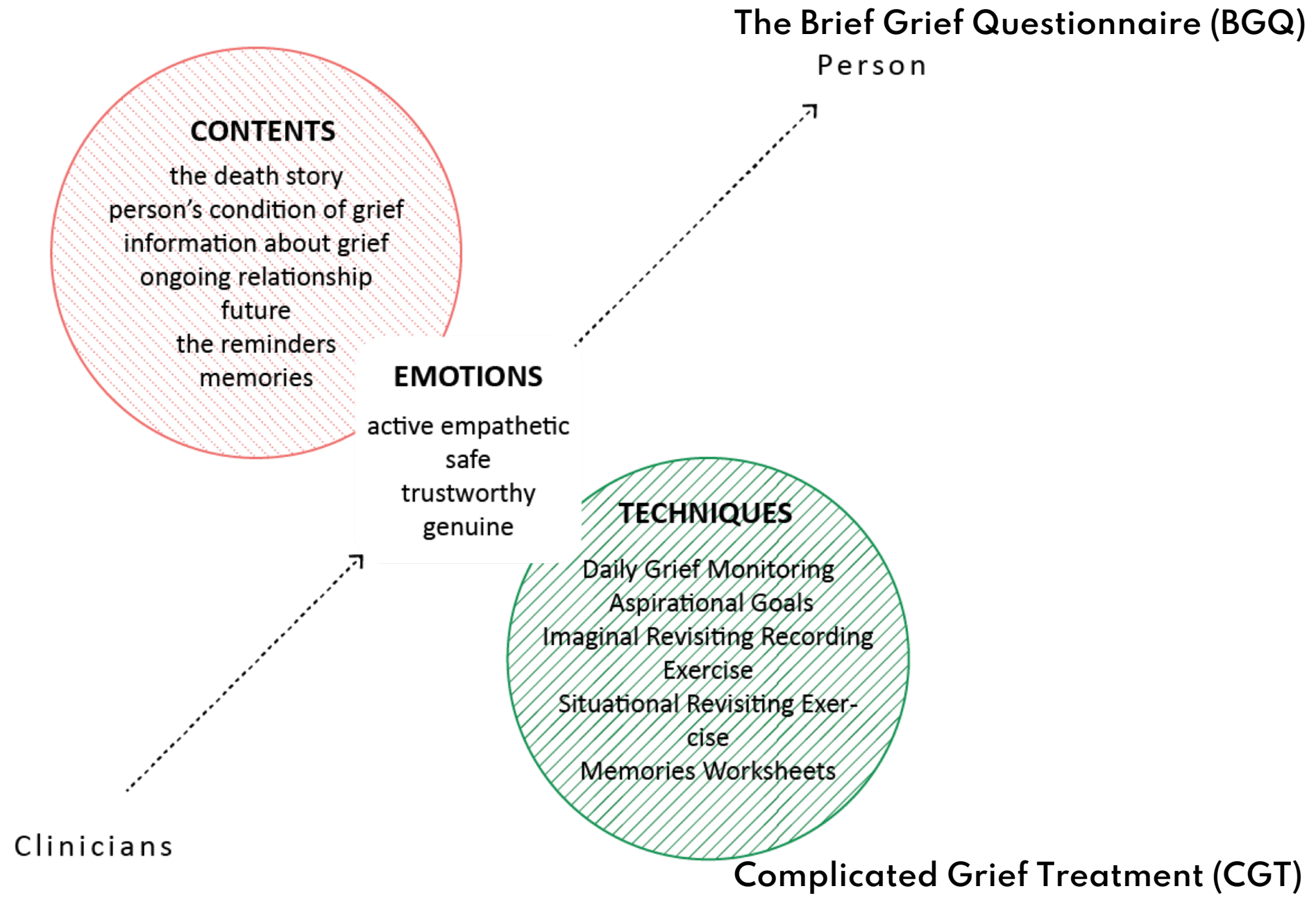


**" The condition of complicated grief affects about
2 to 3% of the population worldwide. "**





Management



DIFFICULTIES OF REAL MANAGEMENT

Low penetration rate of information

Some people currently cannot find a easy and comprehensive way to understand grief.

People who can't get help from Clinicians



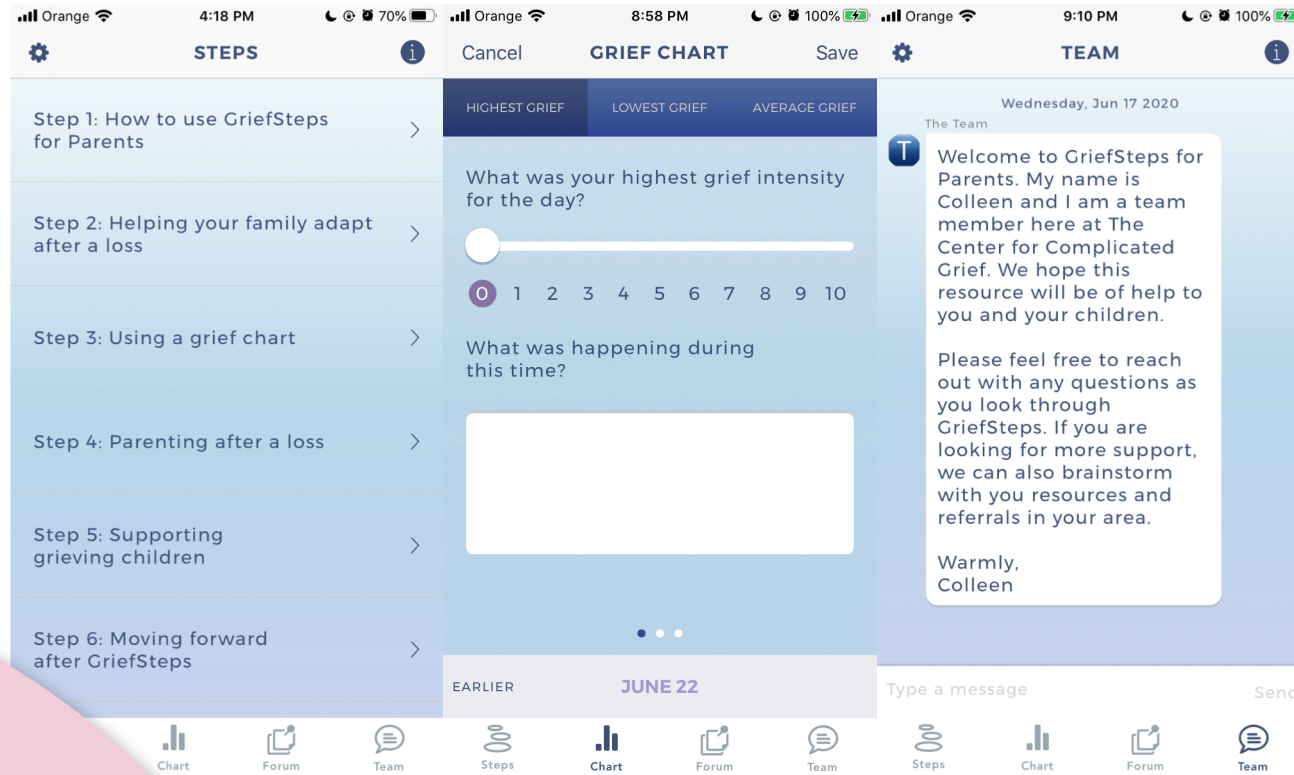
Clinicians who help people manage grief

Can't company all the time
Be influenced by patients' emotions
Can't use positive psychology all the time

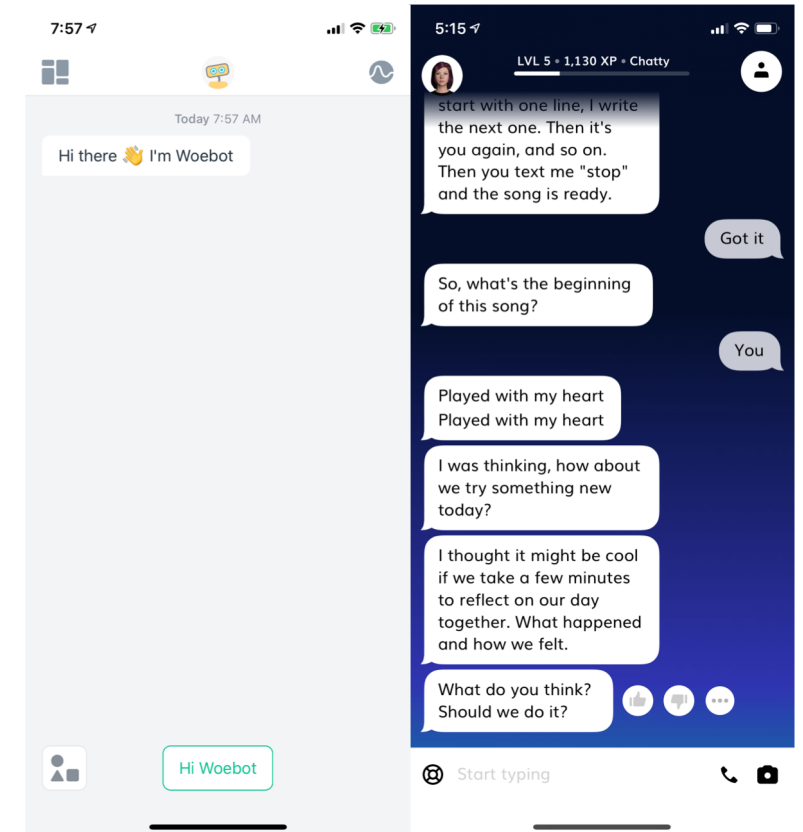
The limitations of the clinician's ability



PART TWO
PROCESS OF DESIGN



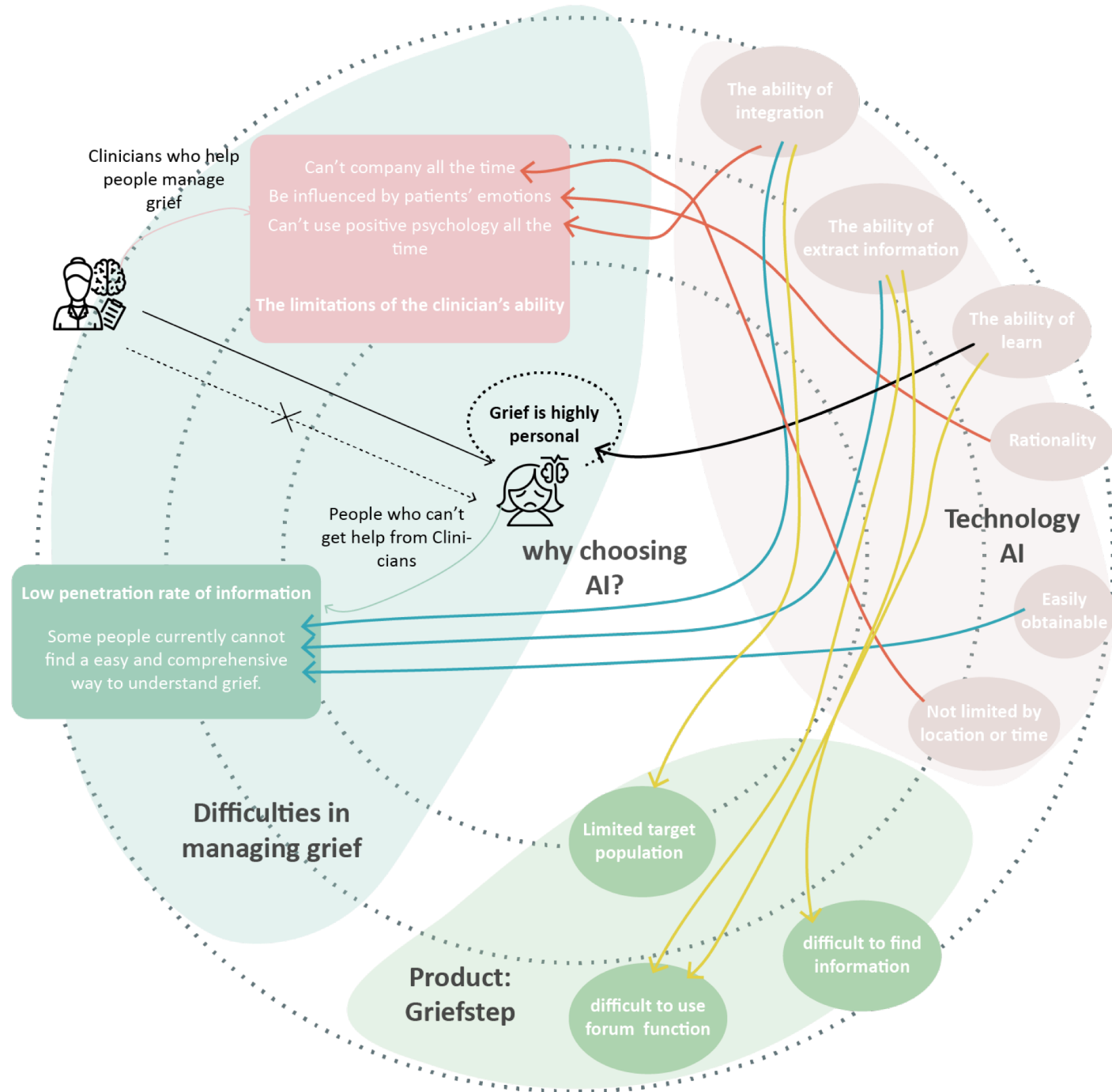
Griefsteps



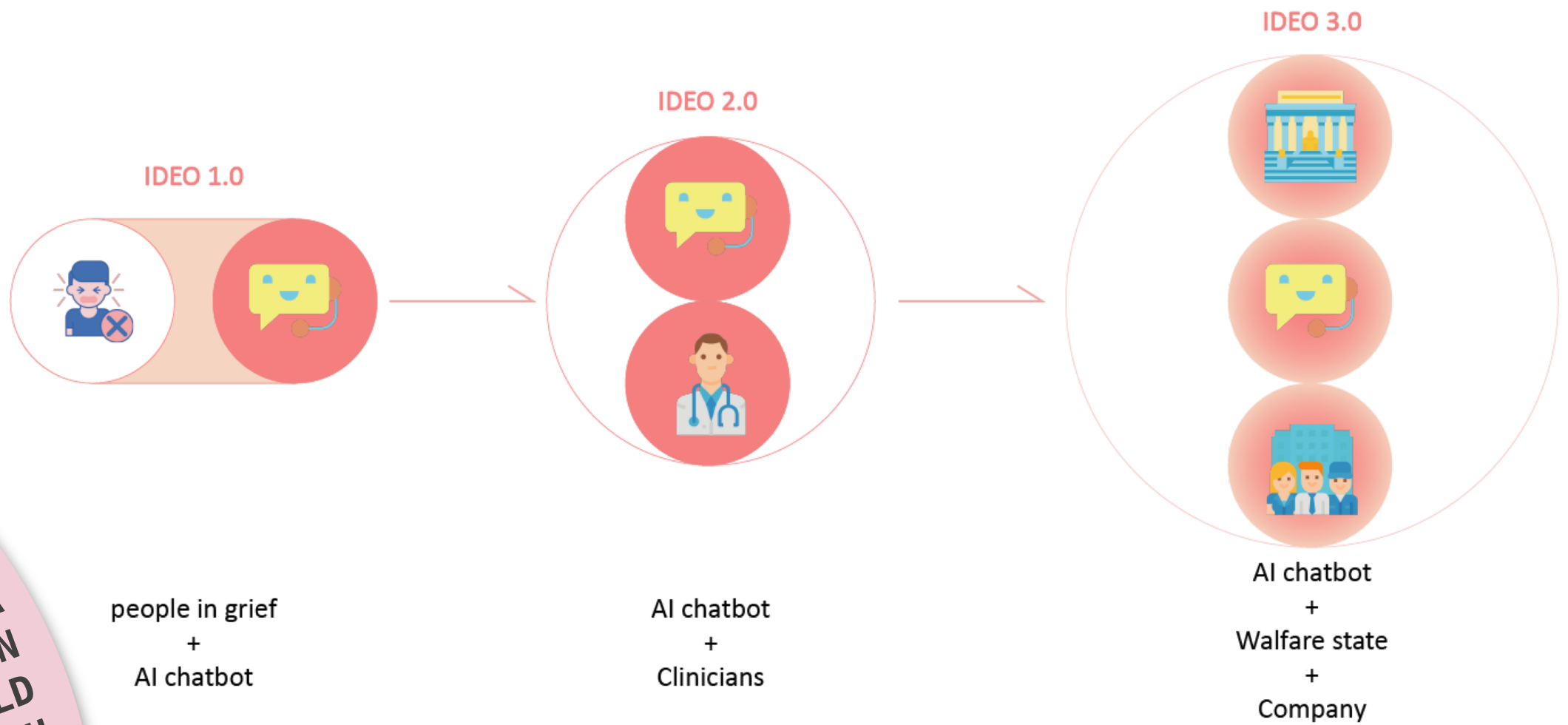
AI chatbot

CASES STUDY

CHOICE OF TECHNOLOGY: AI



IDEA
GENERATION
FIELD
RESEARCH



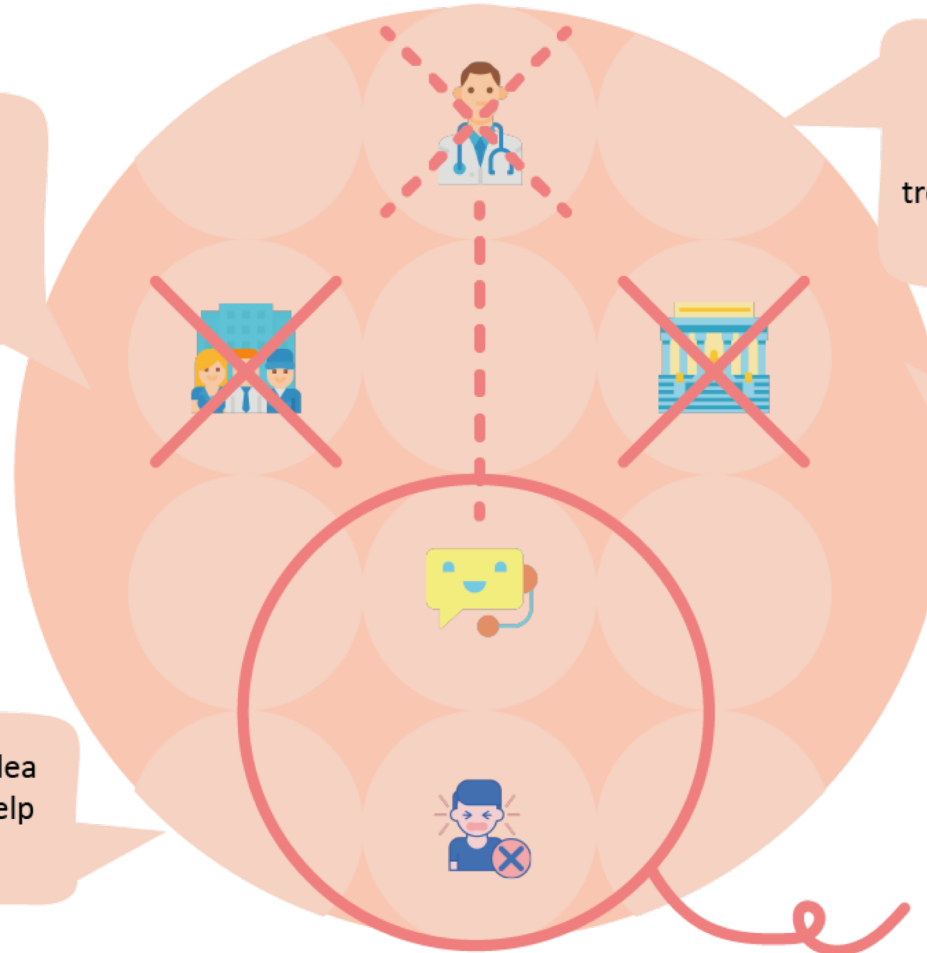
'Personalized systems within the company are risky to increase employees' sense of unfairness.'

'I do think it is really good idea to use new technology to help people in grief.'

'As assistant to a therapist is better.'
'You can choose a part of the treatment to design, like tell them knowledge about grief'

'Regarding public sector restrictions, it is impossible to anticipate what benefits this resource can bring. It's a value-added government service.'

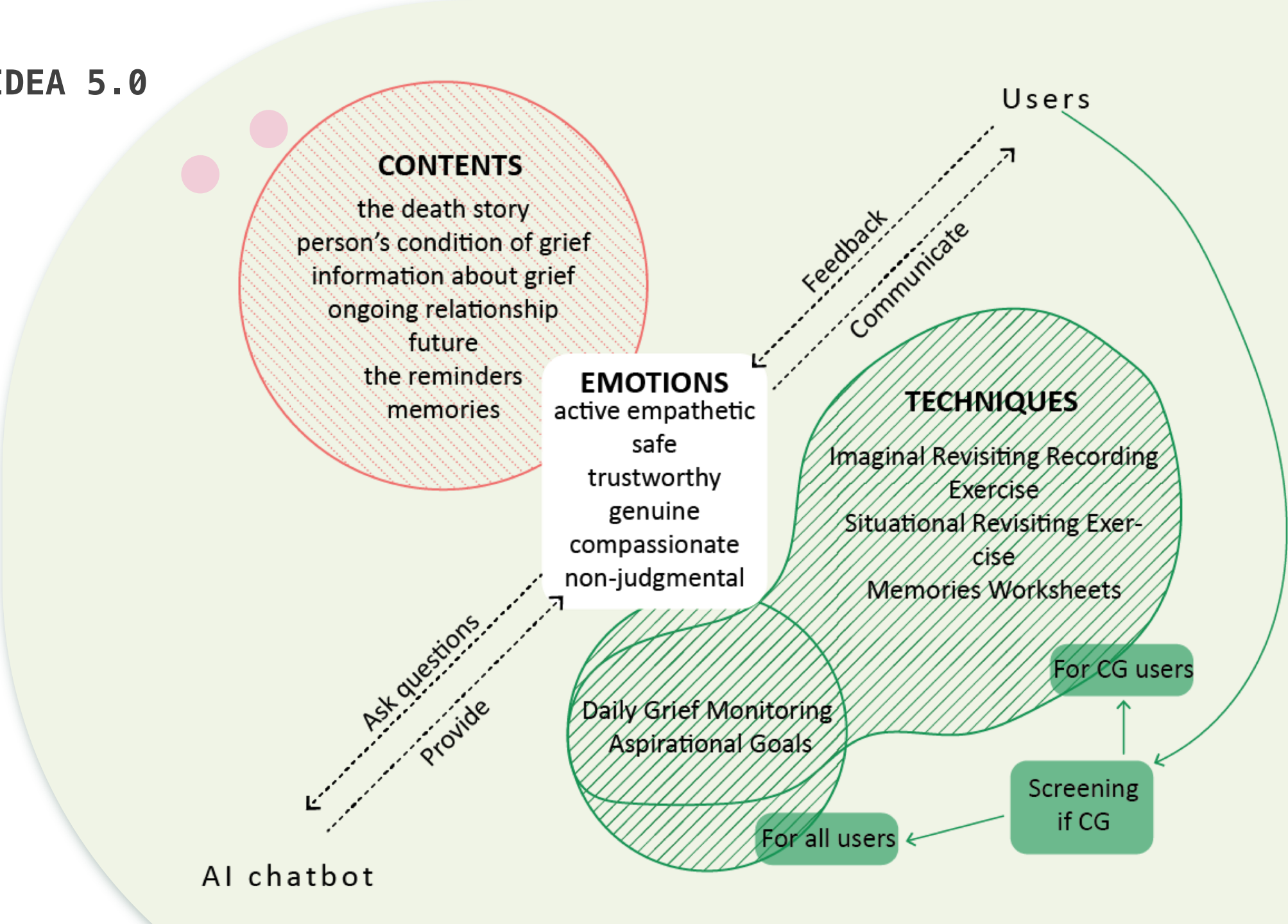
Focus only on this part of Idea 4.0



It is not about helping people recover from grief. It is just **one of the various methods of providing support.**

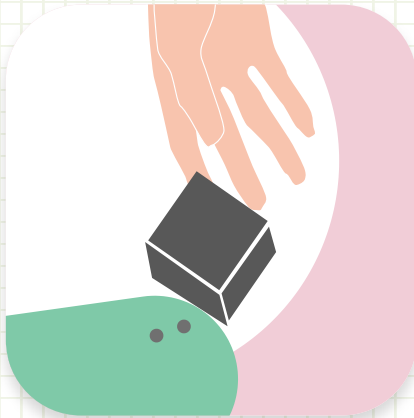
It is **an automated communication assistant that provides grief-related information through simple conversations** and guides grief users to start **Grief monitoring** and **Aspirational goals** - two basic useful techniques used for managing grief. For users screened as CG, more **structured activities**, which are extracted and redesigned from CGT, are provided.

IDEA 5.0



PART THREE
THE DESIGN: MEMORON

“MEMORY” + “MOVE ON” = MEMORON



#39574A

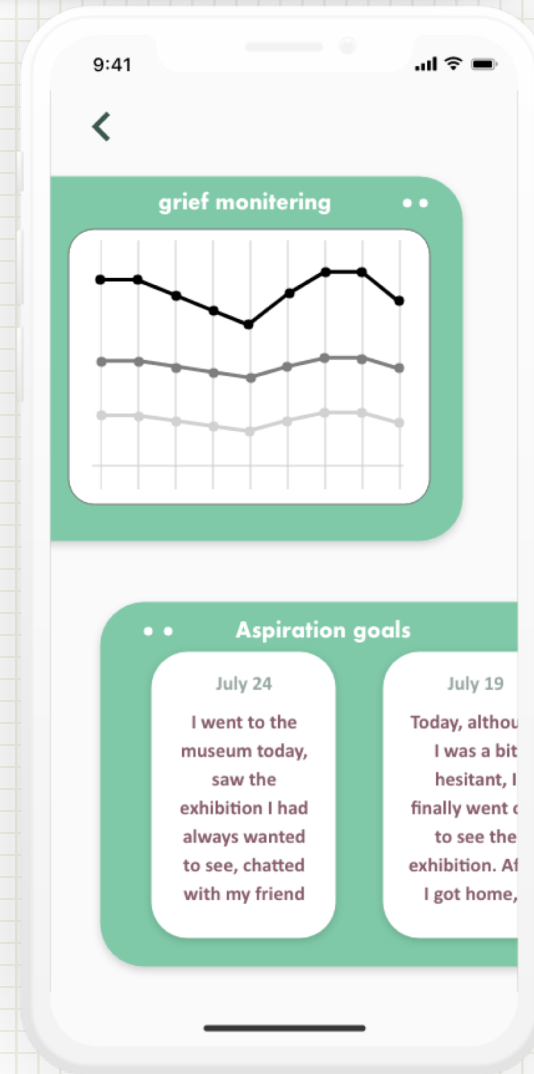
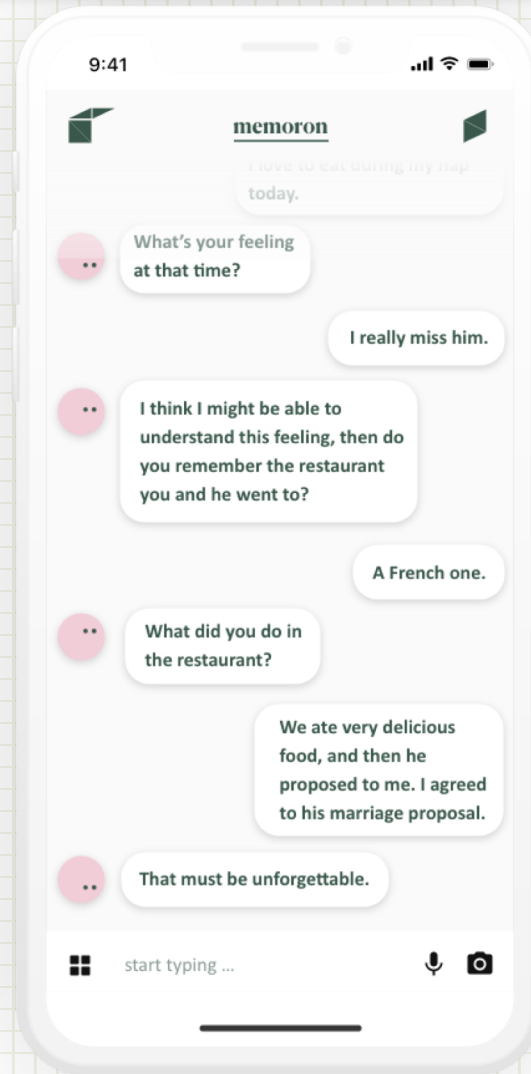
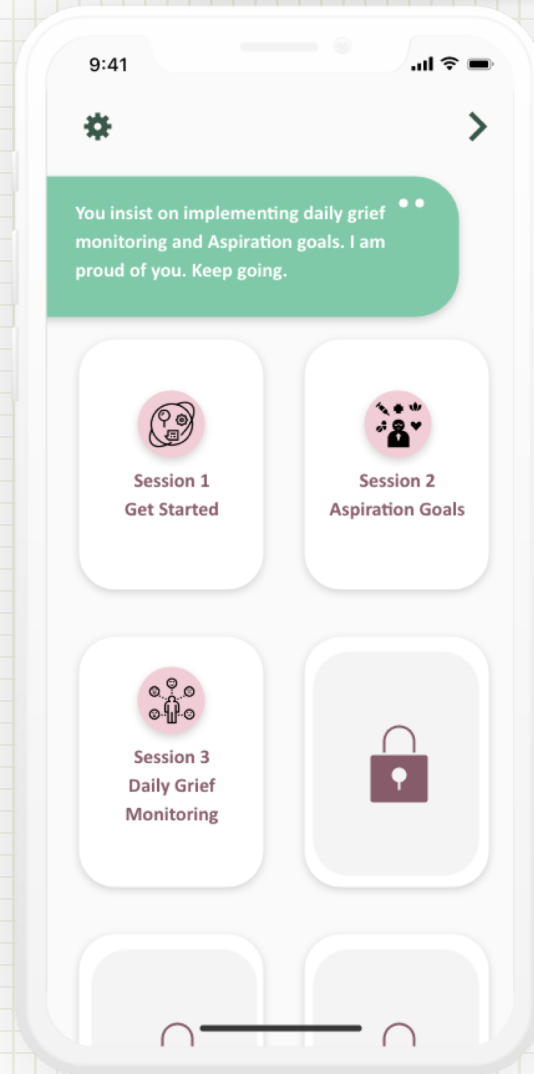
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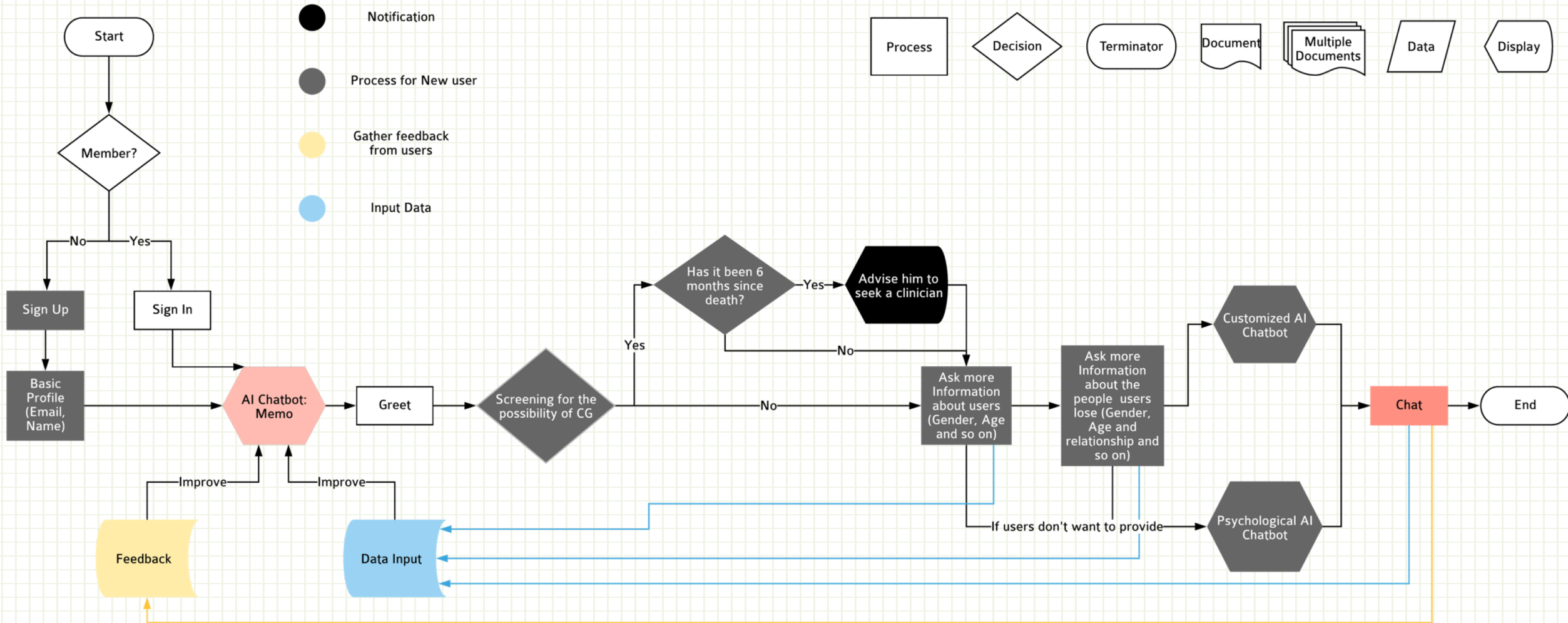
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DESIGN
MATERIAL

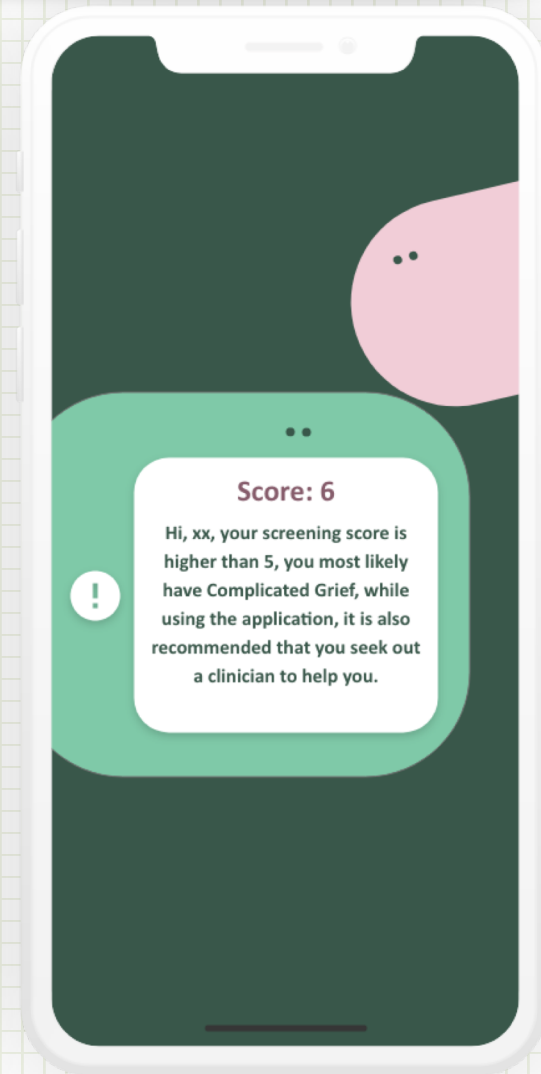
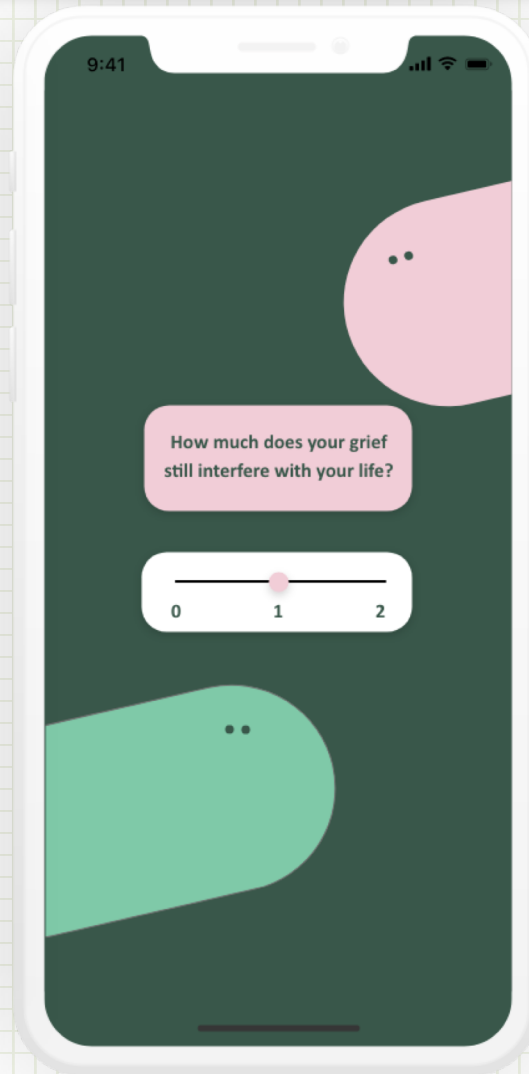
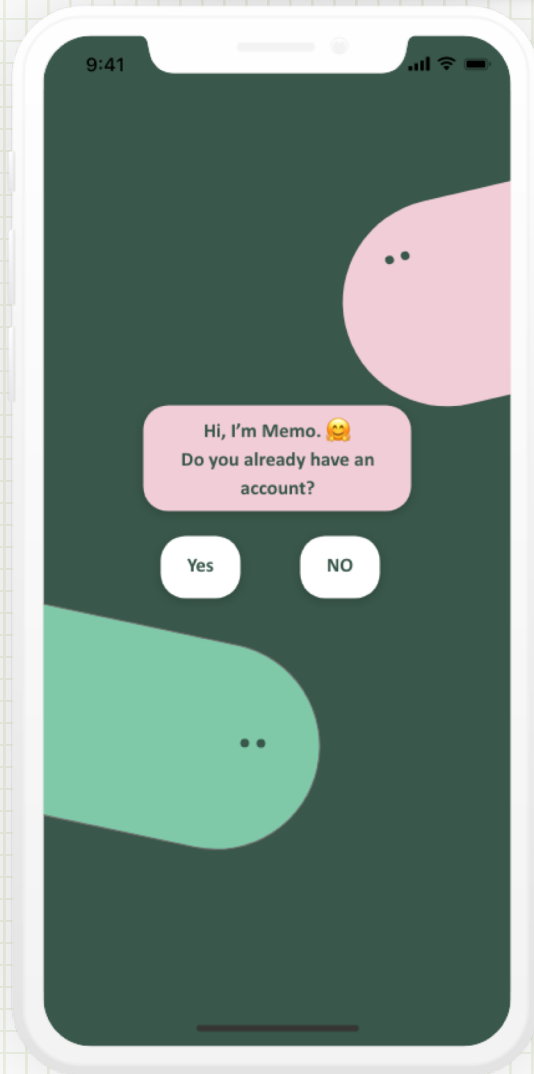
MAIN PAGES

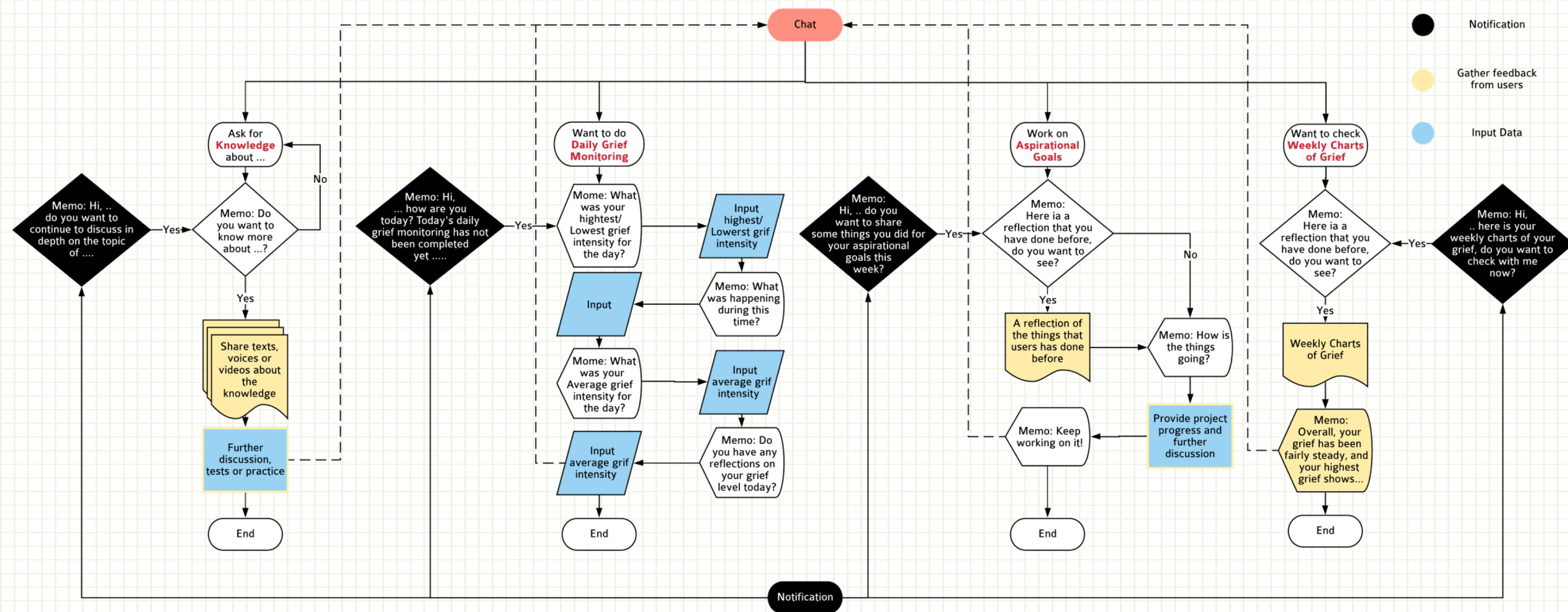
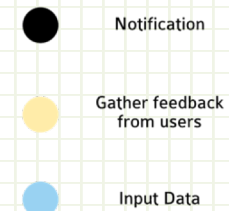


REGISTRATION

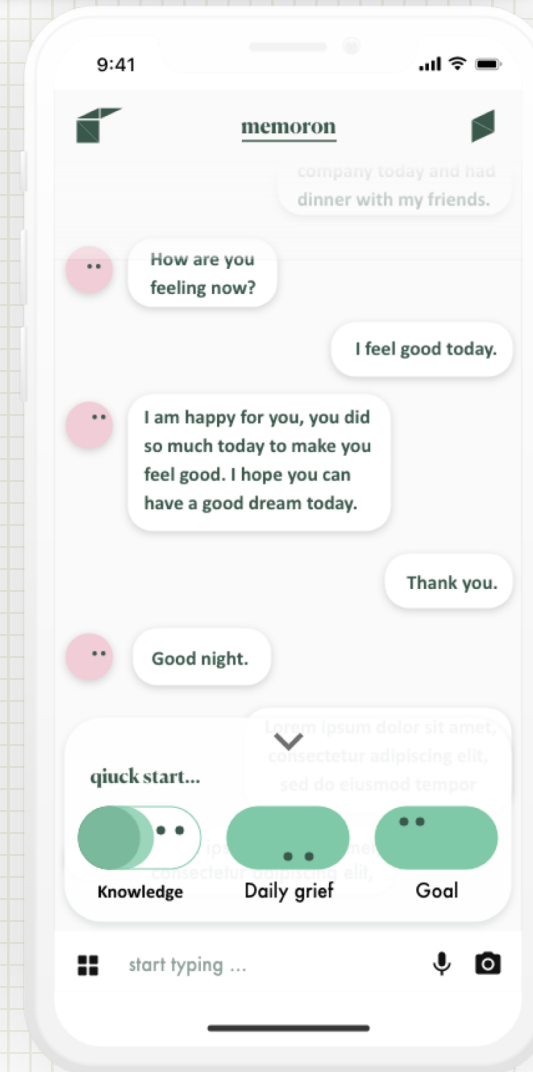
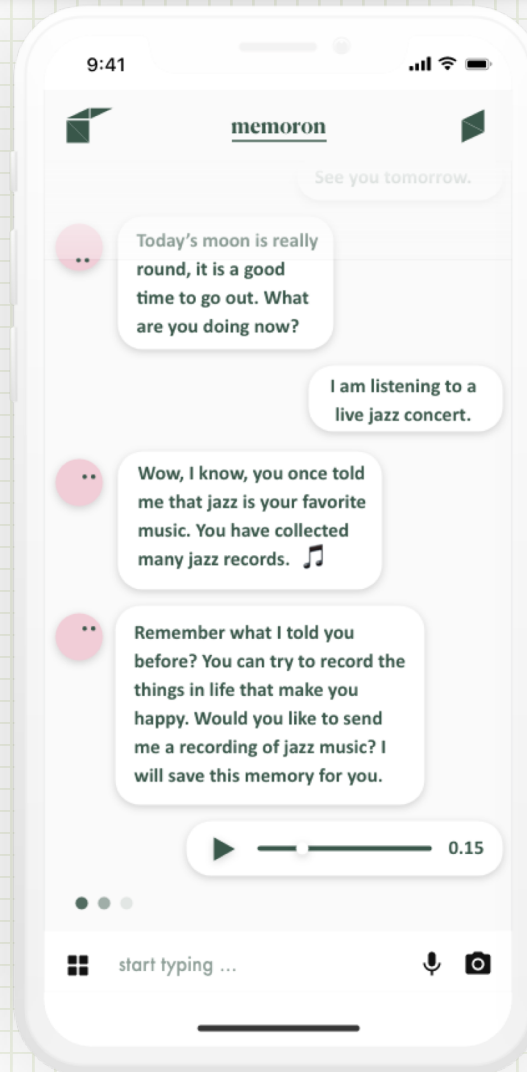
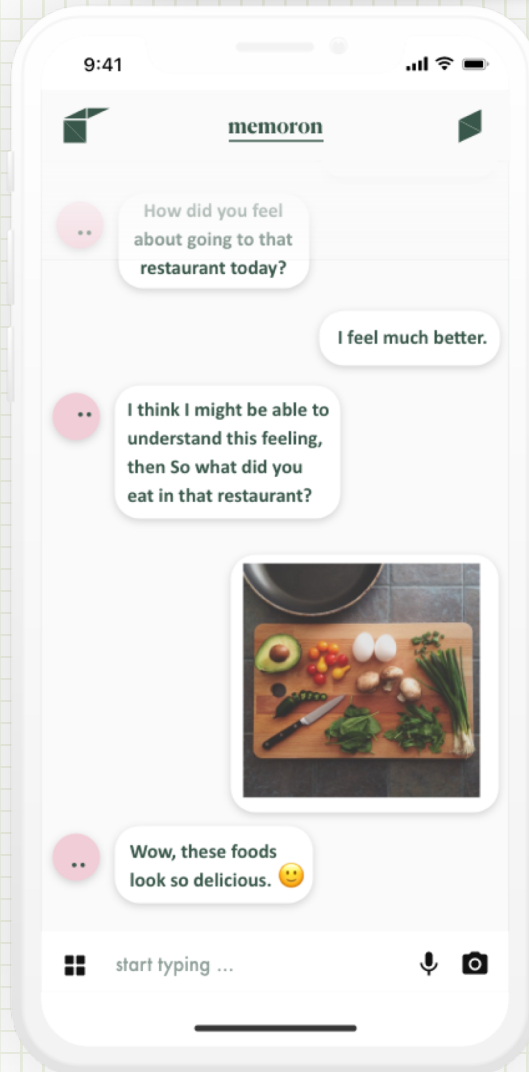


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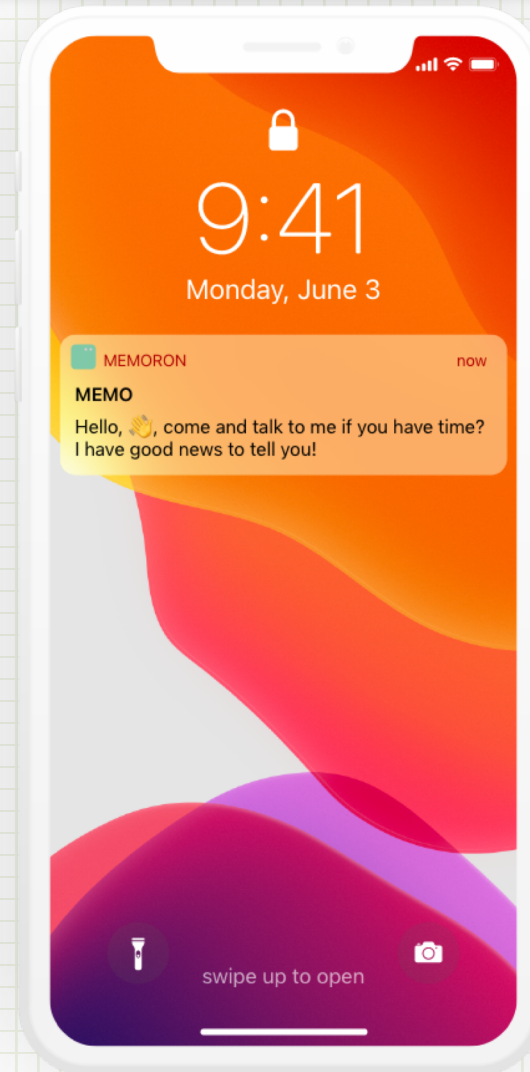
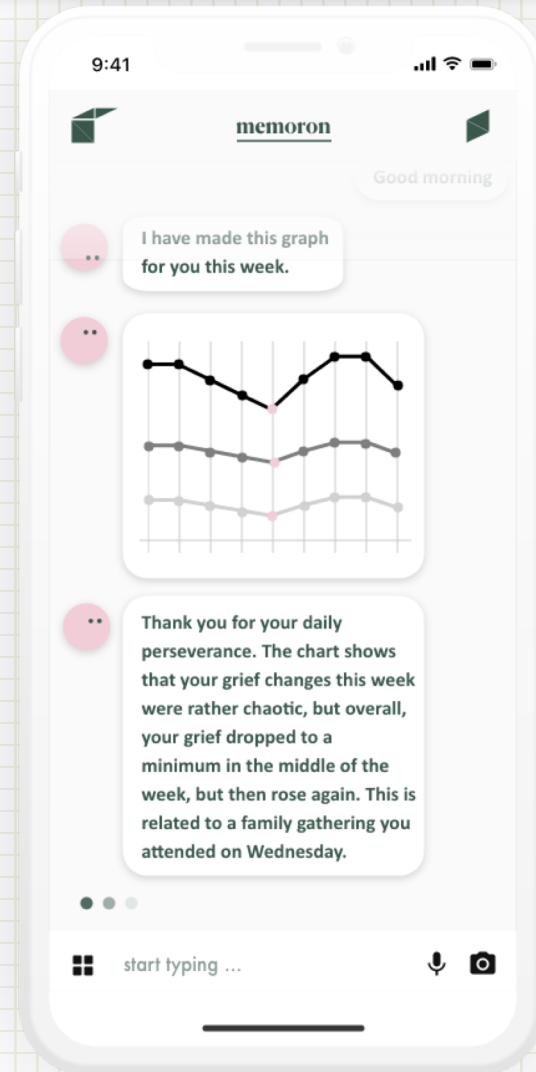




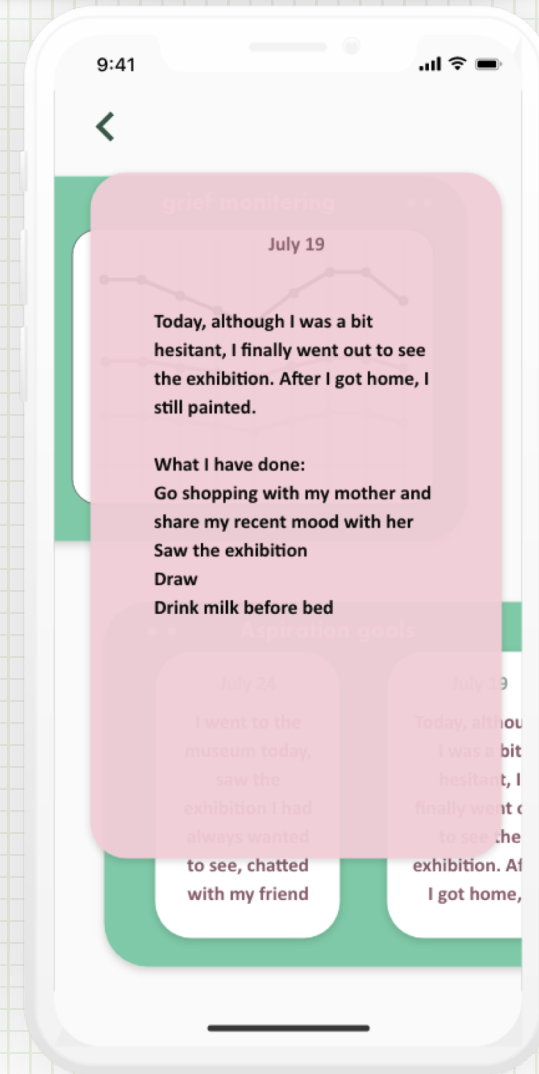
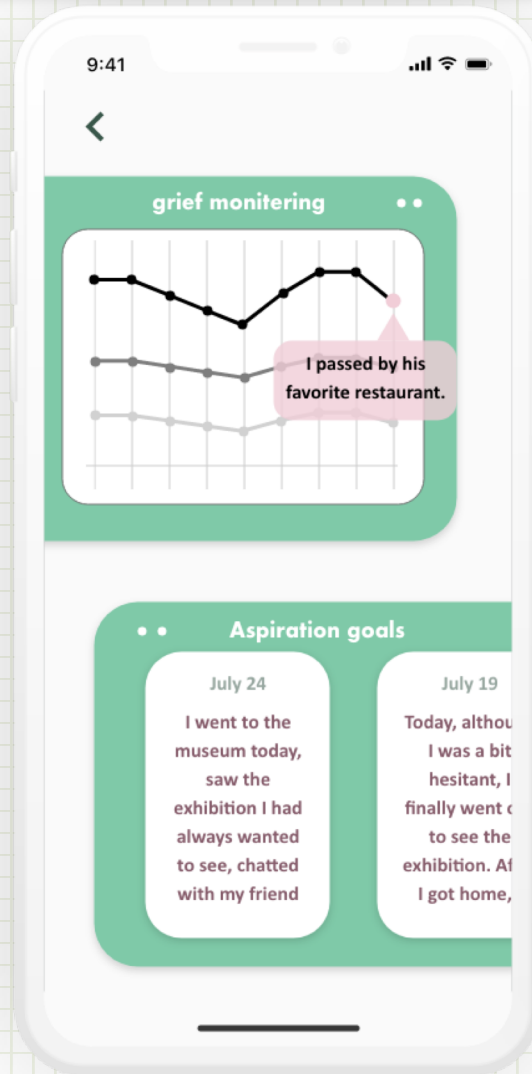
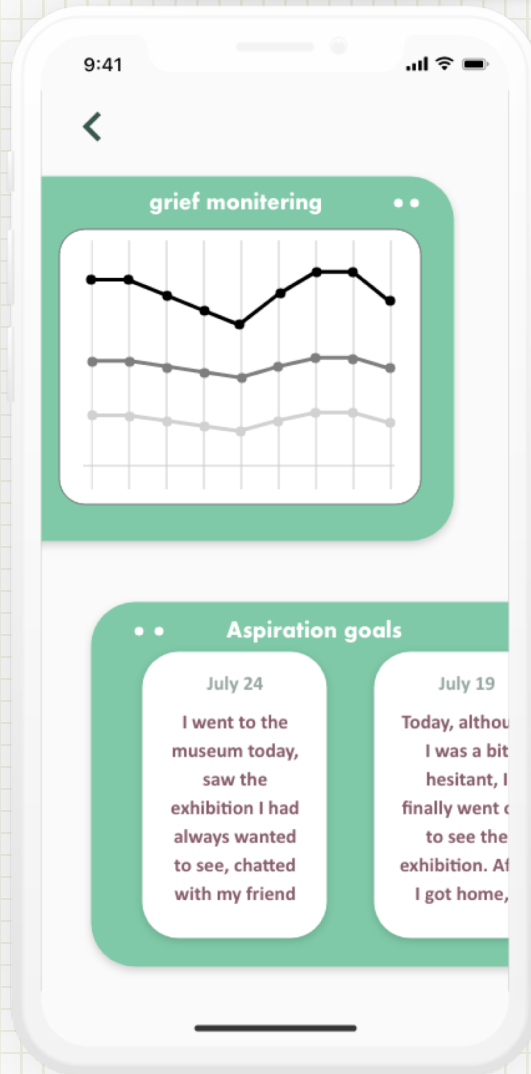
CHAT

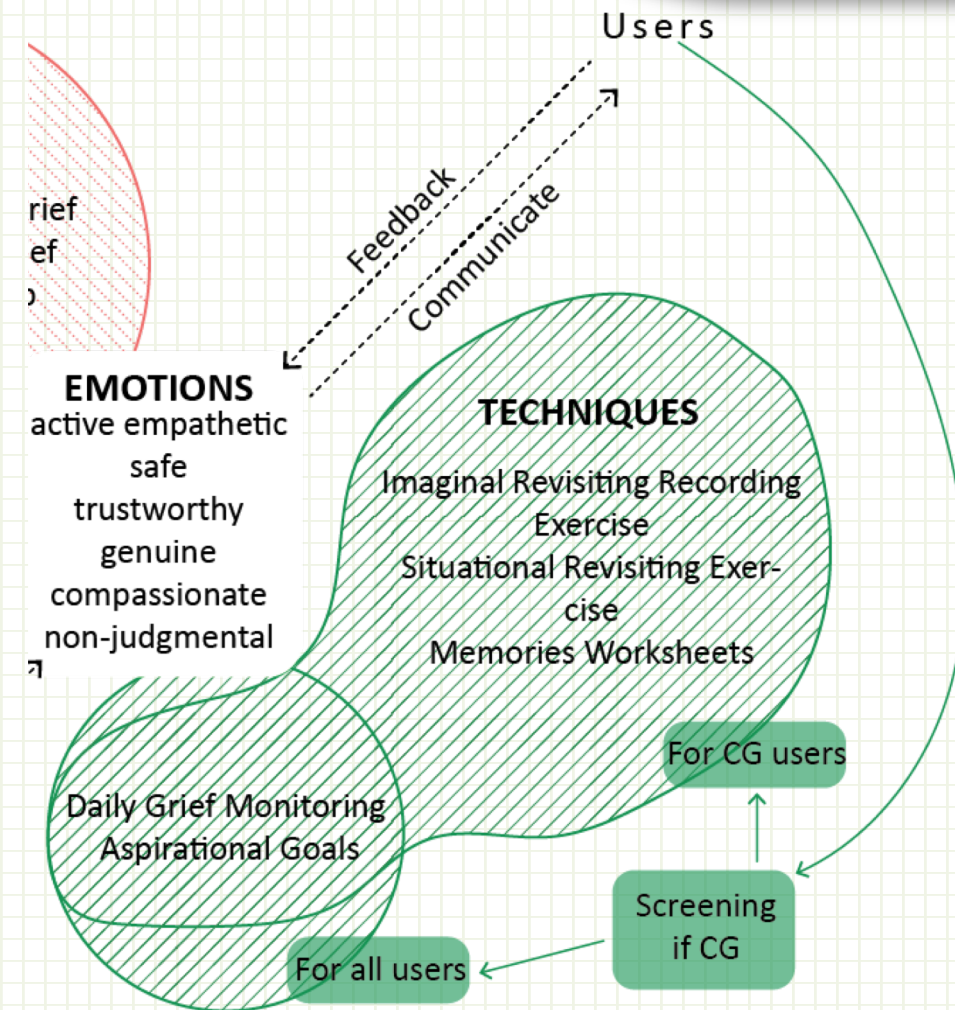
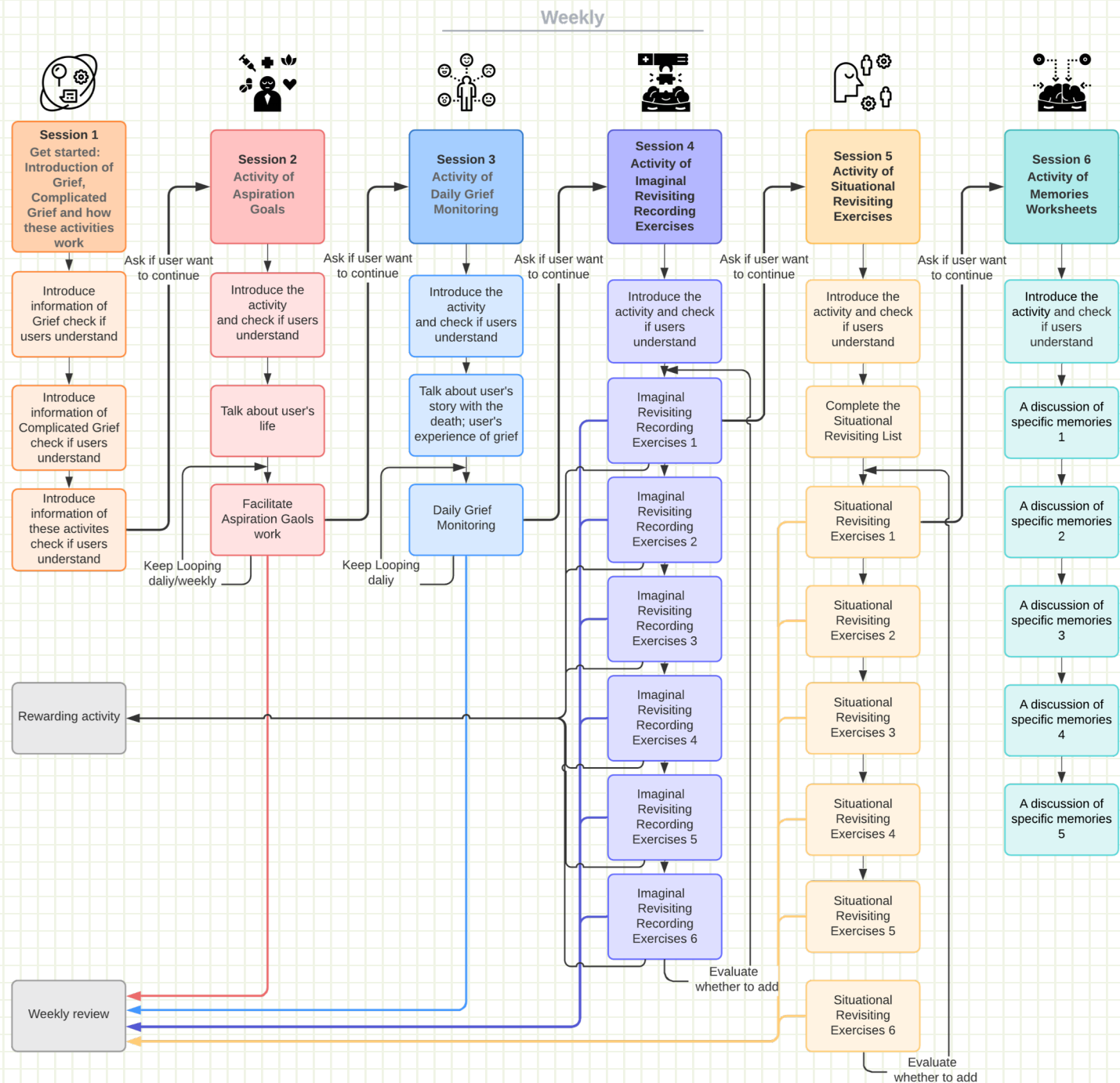


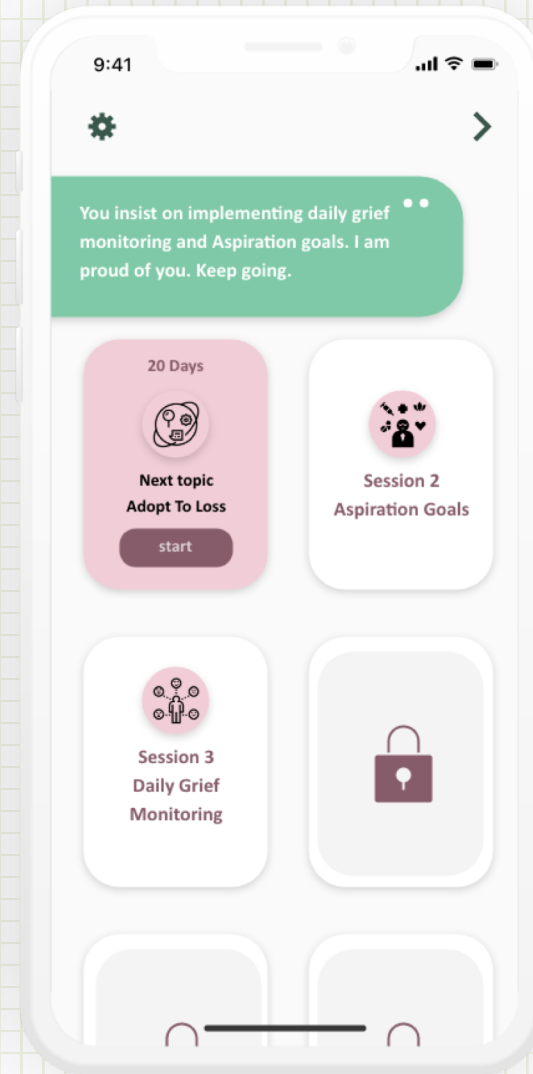
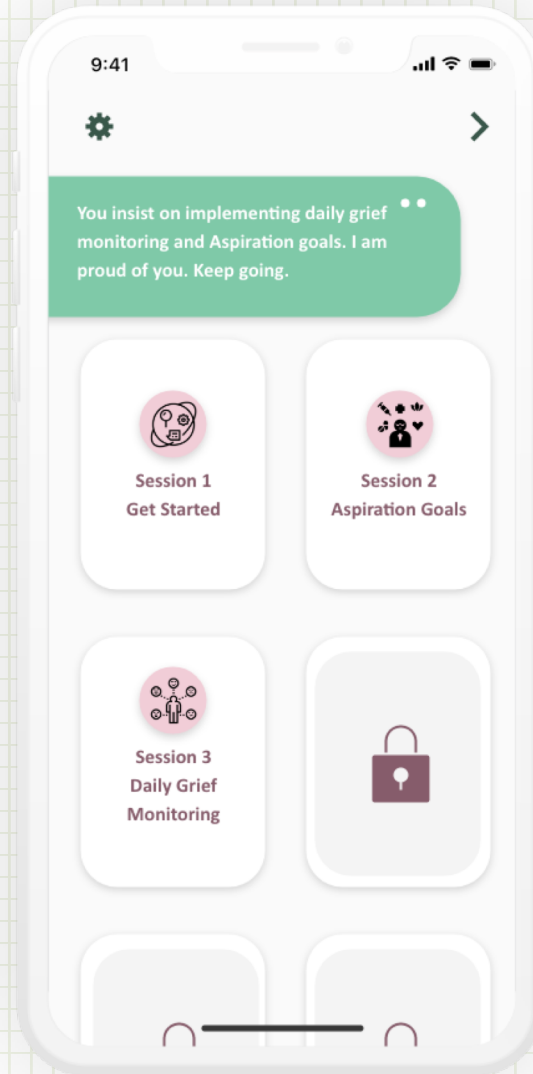
WEEKLY REFLECTION & NOTIFICATION



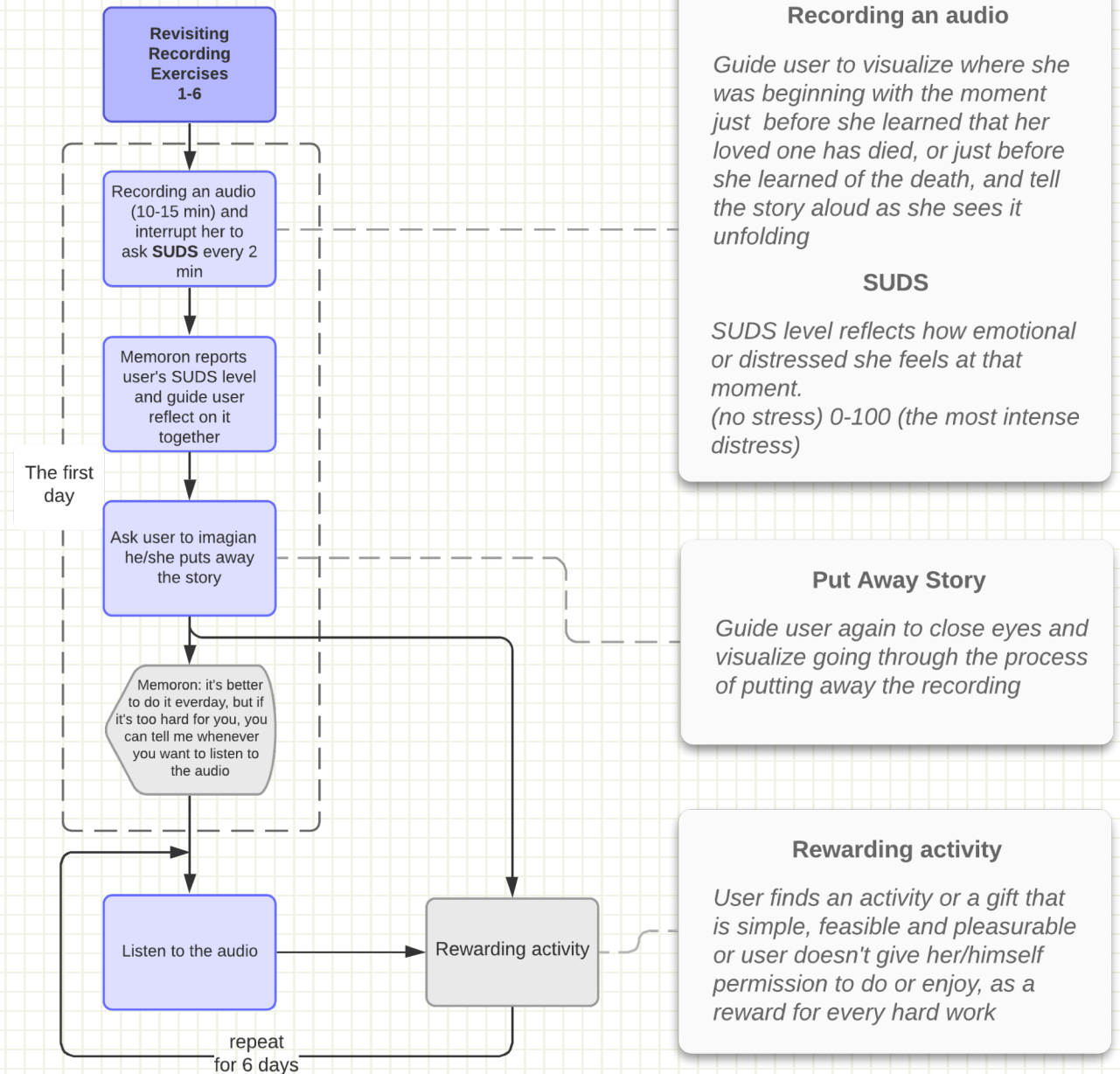
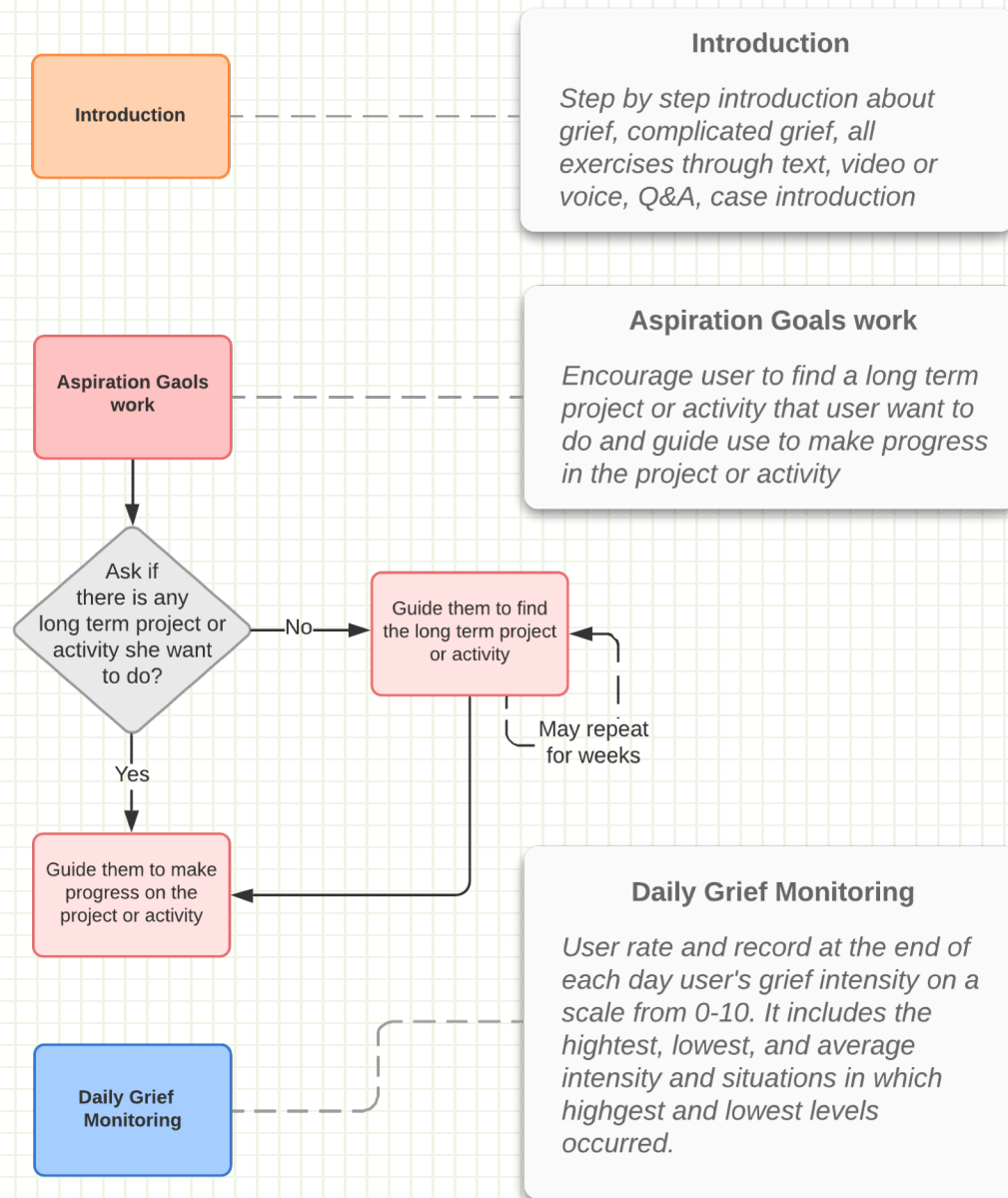
REFLECTION PAGE

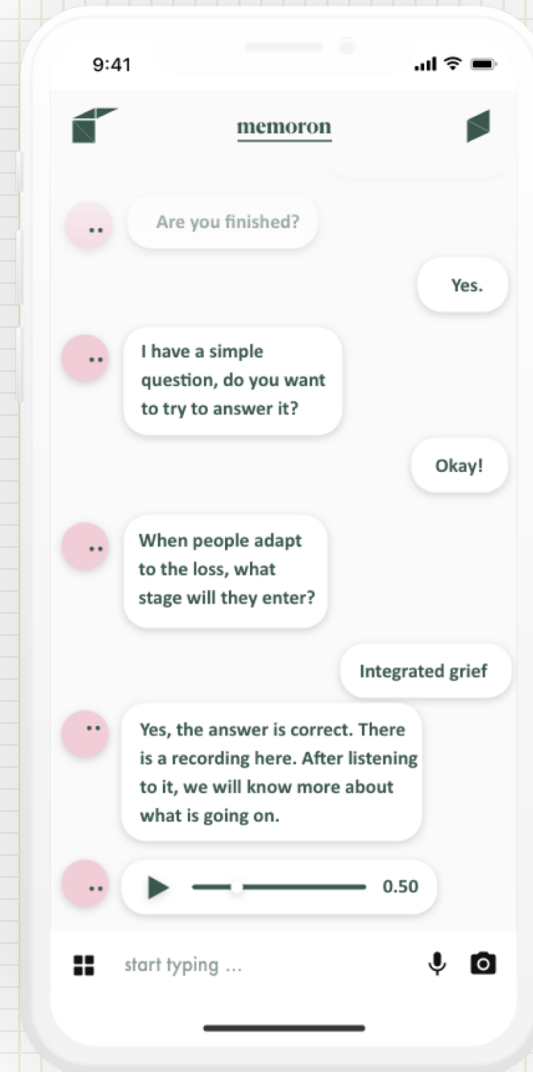
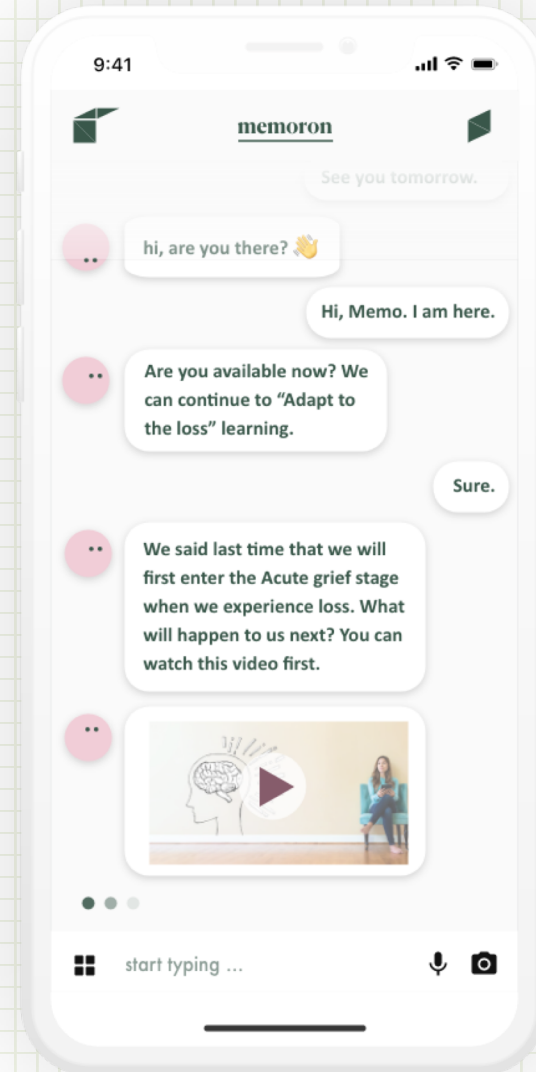






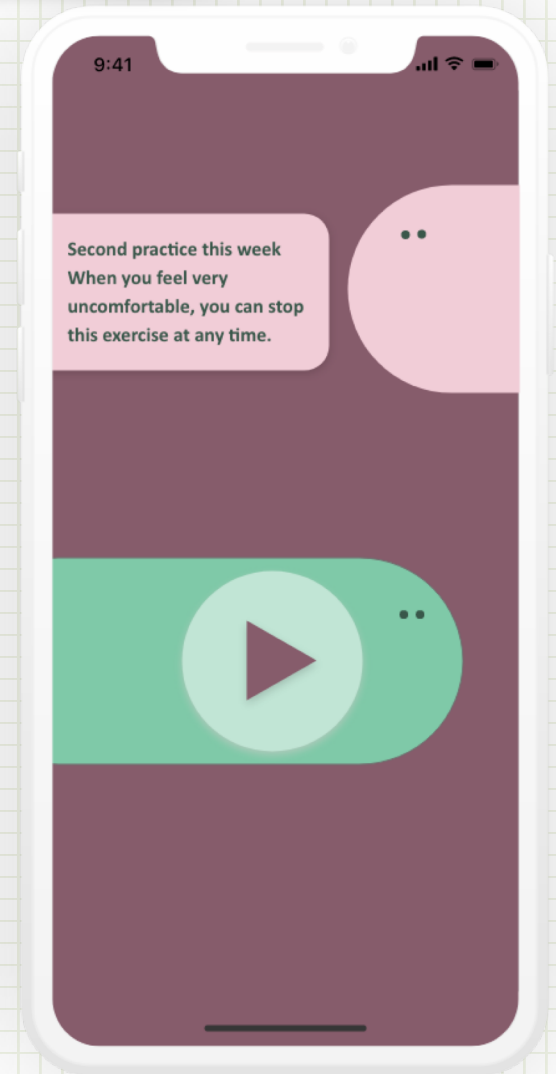
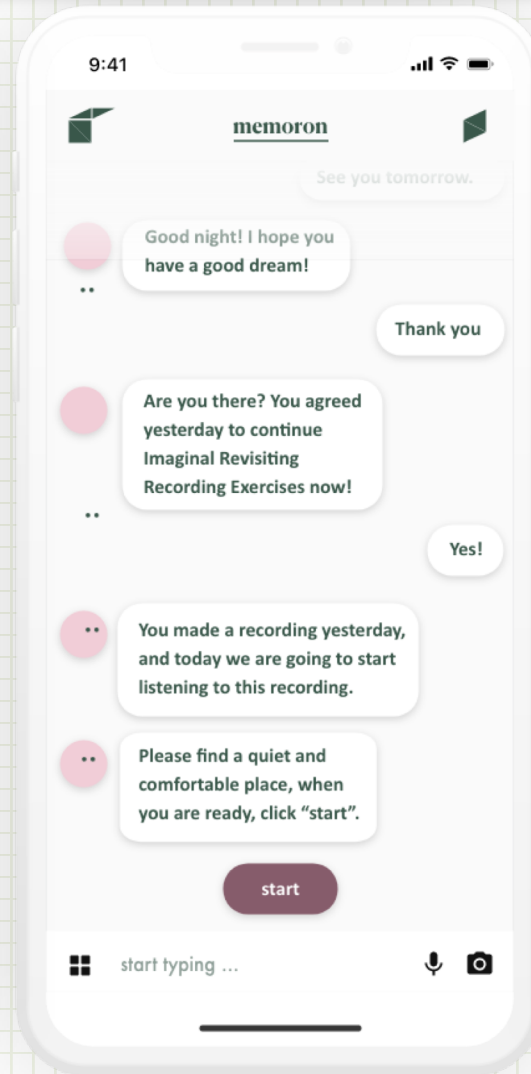
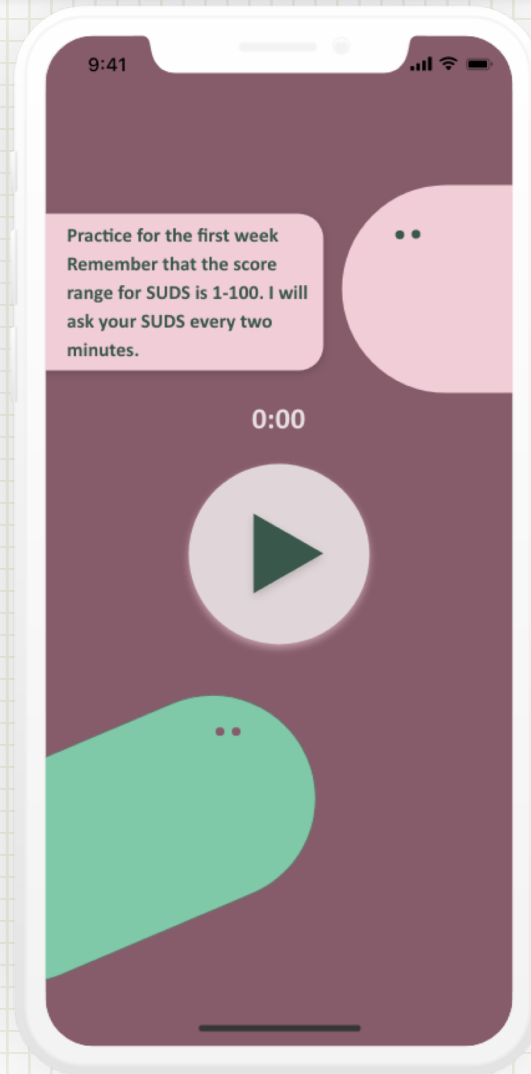
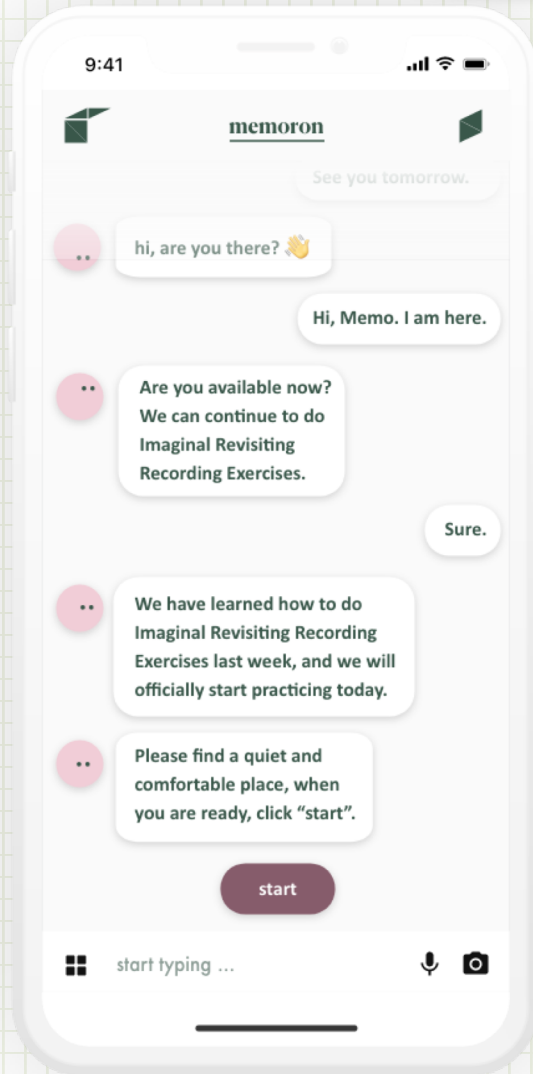
ACTIVITY
PAGE

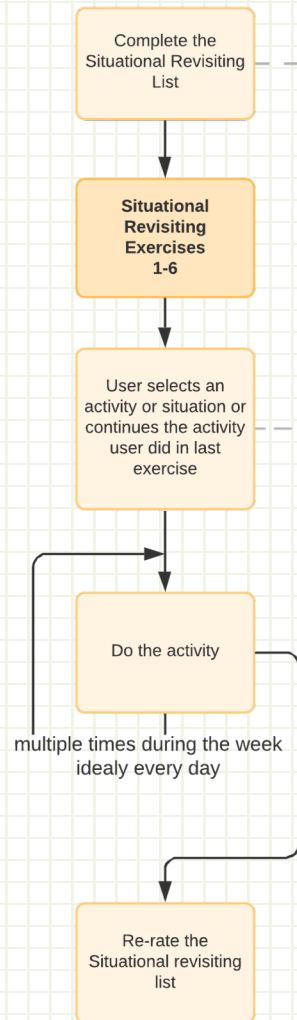




SESSION 1

SESSION 4



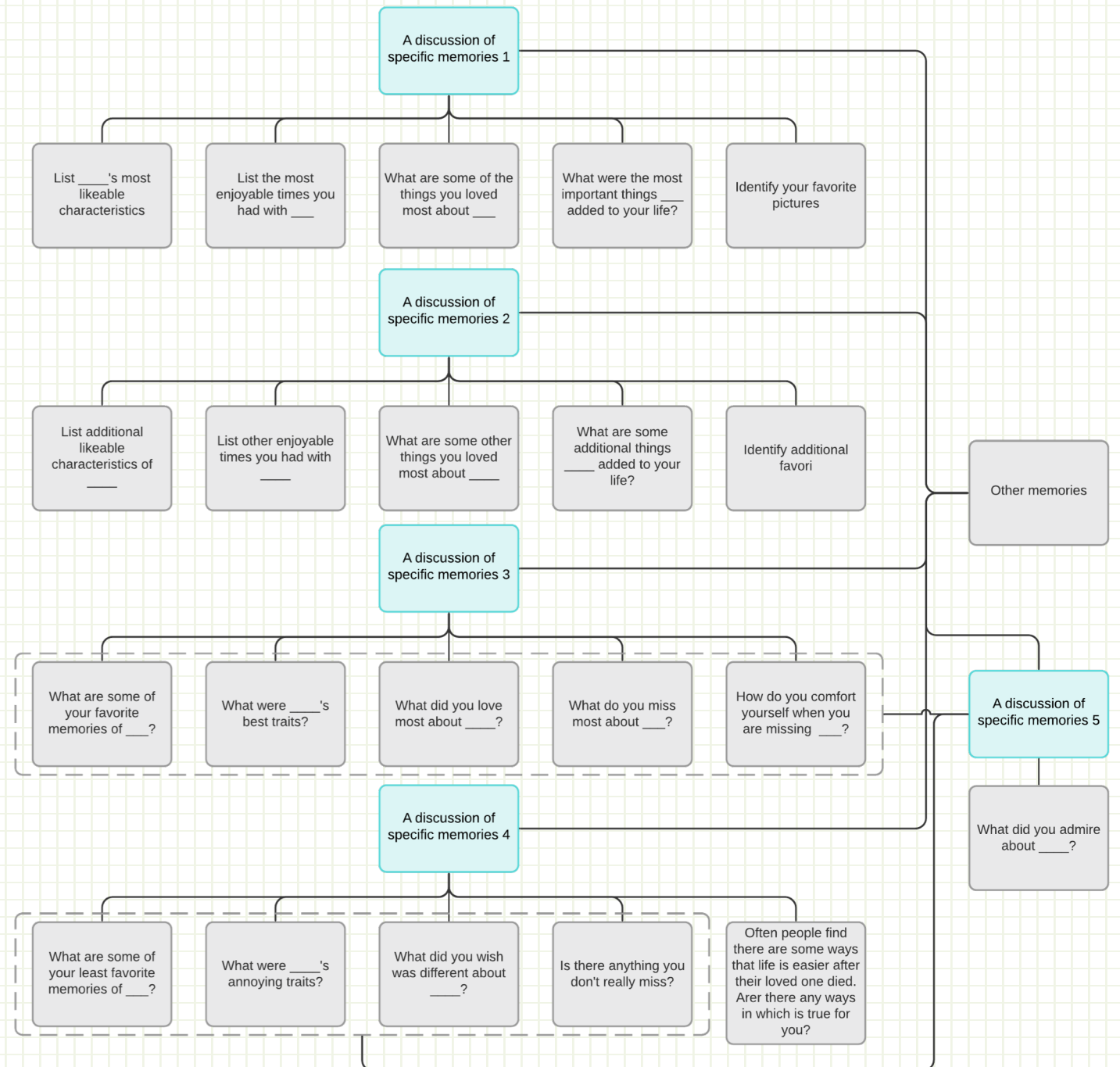


Situational Revisiting List

User Lists people, places or situations the user is avoiding and rate the degree to which each would trigger grief using a 0-100 scale (SUDS)

How to select?

1. An activity or situation that is feasible to do repeatedly
2. An activity or situation with a distress level between 40-60



Empathetic Response
Care and Encouragement
Sense of Security
Non-judgmental guidance

EMOTIONS

active empathetic
safe
trustworthy
genuine
compassionate
non-judgmental

USER

I have a good day.

MEMO

I am happy for you, you did so much today to make you feel good. I hope you have a good dream today.

Empathetic Response

Care and Encouragement

MEMO

Do you want to upload your data? If you don't want to, MEMO will still accompany you.

MEMO

You can now unlock the next session, do you want to continue?

Sense of Security

Non-judgmental guidance

MEMO

MEMO

Hi 🙌 how are you today?

MEMO

🙌🙌🙌 You are doing very well, please keep going!

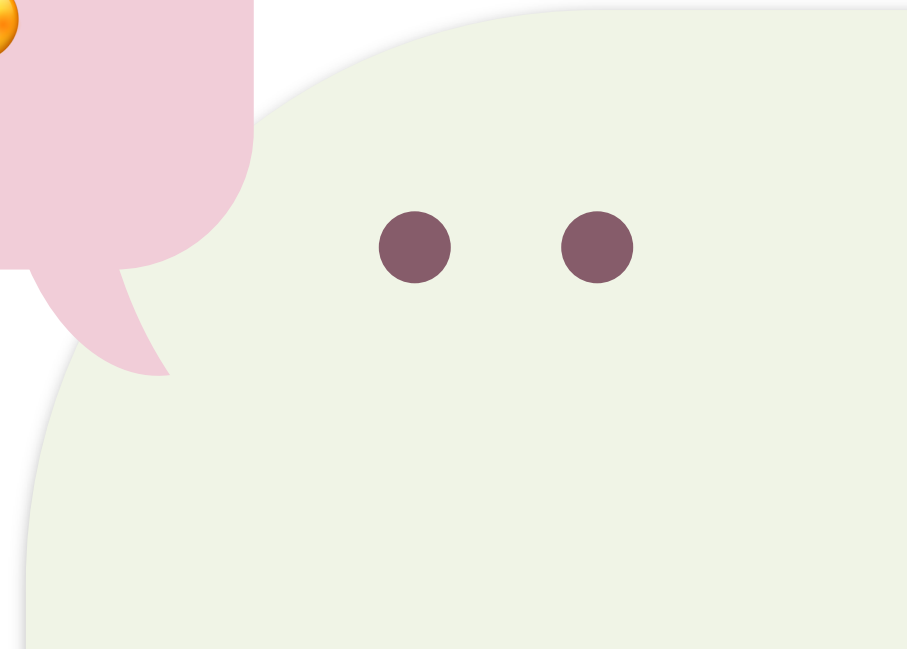
USER


I have a I think I can't do anything well. day.

MEMO

Why do you have this idea? What happened today?

Hello👋 this is MEMO, thank you
very much for your concentration.
Is there any problem? I will be very
happy to answer you.😊😊😊



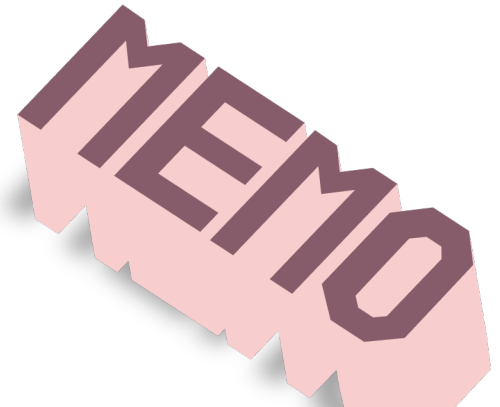
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